

Class Concept

Positions in this class analyze business objectives and processes, and review functional requirements, design, and testing of assigned projects. The role applies a strong understanding of the business functions and system needs of a work unit to develop technical specifications and business requirements. Positions assist stakeholders in defining and developing their strategic goals. This more experienced level of work is distinguished from the Business Systems Analyst I by performing process engineering with clients as new applications systems are designed and developed and by the size and complexity of assigned projects. This work involves developing and maintaining relationships with the client agencies of the State and working with business customers or clients in ensuring technical specifications are adequately gathered, translated, and accomplished. Positions may also be responsible for process improvement and process management initiatives. The role requires an understanding of the business functions and the technology components of state government. The IT Business Systems Analyst II may mentor IT Business Systems Analyst I positions and lead efforts on projects.

Recruitment Standards

Knowledge, Skills, and Abilities

- Demonstrates a strong technical aptitude by identifying latest trends in information technology applications and new possible outcomes that can be achieved through current platforms
- Outstanding analytical skills in order to interpret clients' business needs and to translate them into application and operational requirements and analytical problem solving
- Demonstrated ability to manage projects involving cross-functional process improvements including planning the project scope, directing staff members, handling change requests, forecasting budgets, and meeting deadlines for delivery
- Demonstrated ability to develop business cases and determine return on investment for value propositions
- Ability to transfer knowledge and other important or relevant information to stakeholders and end users
- Ability to analyze current processes, improvements, and procedures that create future configurations which lead to gains in efficiency and cost savings
- Ability to utilize matrix management for projects to assist team members and/or stakeholders
- Ability to participate in the project to deliver the proposed and agreed upon solution
- Intermediate knowledge of general IT architectural principles, technical designs, and specifications
- Excellent verbal and written communication skills including the ability to interact and communicate effectively with non-technical clients and with all levels within the organization including excellent facilitation, interpersonal, negotiation, and conflict resolution skills
- Thorough knowledge of and experience with related business applications and tools and business case analytics
- Demonstrated ability to identify business requirements and translate them into specific software requirements
- Ability to link operational improvements to financial benefits

Minimum Education and Experience

Bachelor's degree in business administration, computer science or any related field from an appropriately accredited institution and two years of experience in business consultation, process improvement, or requirement gathering in an information technology environment, or

Associate degree in business administration, computer science or any related field from an appropriately accredited institution and three years of related experience in an information technology environment; or

High School or GED and five years of related experience in an information technology environment; or an equivalent combination of education and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.