

Class Concept

Positions 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. Work may include review and approval of functional and detail design documents and recommendations for modifications to system functionality. Positions perform technical analysis, reporting, and metrics related to business and process improvements. These roles may also assist stakeholders in defining and developing their strategic goals.

Recruitment Standards

Knowledge, Skills, and Abilities

- Ability to articulate value propositions from both a business and technical perspective
- Demonstrated ability to analyze and document processes and requirement specifications
- Ability to assist with analyzing current processes, improvements, and procedures to create future configurations which lead to gains in efficiency and cost savings
- Ability to transfer knowledge and other important or relevant information to stakeholders and end users
- Ability to use 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 oral and written communication skills including the ability to interact and communicate effectively with non-technical clients and with all levels in the organization
- Ability to think analytically and solve problems
- Intermediate knowledge of business requirements and the ability to translate them into specific software requirements
- Demonstrated ability to evaluate information harvested through surveys and workshops, task analysis, and business process description

Minimum Education and Experience

Bachelor's degree in business administration, computer science, or any related field from an appropriately accredited institution and one year 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 two years of related experience; or

High School or GED and four years of related experience; or an equivalent combination of education and experience.