

I. DESCRIPTION OF WORK

Positions in this banded class plan, design, examine, analyze, develop, implement, administer, and monitor business and program processes, operation systems, and efficient business and financial systems. Positions evaluate business and program application systems' functionality to identify gaps, measuring the solution impact to business operations. Positions design business and program systems solutions by identifying and evaluating options, resolving solution issues, serving as a liaison between the business and the project team to improve productivity, and developing and delivering training. Positions apply project management methodology. Positions in this class develop expertise in one or several business areas and their integration points and contribute to strategic planning of systems and technology directions.

II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
<p>Positions at this level identify business systems solution requirements by analyzing work processes and operations. Positions evaluate business and information systems functionality in order to develop and design systems solutions. Positions create cost-benefit analyses, identify resource allocations and equipment costs, create problem escalation plans, manage reporting processes, and establish timelines and milestones. Positions assist and maintain delivered solutions. Positions develop expertise in one or several business areas.</p>	<p>Positions at this level analyze, document, and recommend business process design in the applicable area. Positions implement the design system solutions and maintain delivered solutions. Positions manage and deliver technology projects and coordinate projects across multiple organizations and or project teams. Positions prepare and deliver informative and well-organized presentations. Positions provide project status reviews to stakeholders, process owners, and customers. Positions at this level serve as Leader /Manager and Project Manager of assigned projects. Positions serve as subject matter expert.</p>	<p>Positions in this level identify high level business and information system requirements. Positions evaluate functionality and lead the effort to develop strategies. Positions negotiate resolutions of conflicting requirements across the agencies and/or departments. They recommend business process redesign where applicable. Positions may have knowledge of more than one professional discipline. Positions at this level may require knowledge of external trends and best practices.</p>

III. COMPETENCIES

Competency	Definition
Knowledge - Professional	Professional knowledge and skill in specific area(s) and keeps current with developments and trends in area(s) of expertise.
Knowledge - Technical	Ability to utilize and understand systems, policies, and procedures. Ability to demonstrate and utilize this knowledge in daily job-related activities.
Analysis and Decision Making	Ability to use effective approaches for choosing a course of action or developing appropriate solutions and/or reaching conclusions. Ability to take action consistent with available facts, constraints, and anticipated consequences.
Communication	Ability to clearly, succinctly, and effectively convey information and recommendations to individuals or groups orally or in written form. Ability to use appropriate interpersonal skills to give information to and receive information from coworkers, clients, governmental officials, and the general public tactfully and in a professional manner. Ability to adjust language or terminology to meet the needs of the audience. Ability to use correct grammar, organization, and structure.
Project Management	Ability to provide oversight for project(s) and all related activities in that setting, including quality assurance and safety. Ability to coordinate and manage facilities, equipment, supplies, and related resources as necessary for the project. Ability to monitor quality control and environmental risks, if any. Ability to establish a set of tasks and activities associated with an intended outcome and timeline. Ability to ensure actions are performed and/or implemented to achieve the results of the project.
Problem Solving	Ability to identify problems, determine possible solutions, and actively work to resolve the issues.

Note: Not all competencies apply to every position/employee; evaluate only those that apply. Competency statements are progressive. For positions with some supervision consider the highest level of professional work performed.

IV. COMPETENCY STATEMENTS BY LEVEL**Knowledge – Professional**

Professional knowledge and skill in specific area(s) and keeps current with developments and trends in area(s) of expertise.

Contributing	Journey	Advanced
Knowledge and understanding of business systems, theories, processes, rules and regulations and how they apply to technology in the applicable area(s).	Thorough knowledge and understanding of business systems theories, processes, rules and regulations and how they apply to technology in the applicable area(s).	In-depth knowledge of business systems, regulations and processes and their interaction and how they apply to technology in the applicable area(s).

Knowledge – Technical

Ability to utilize and understand systems, policies, and procedures. Ability to demonstrate and utilize this knowledge in daily job-related activities.

Contributing	Journey	Advanced
Knowledge of applicable business information systems, testing methodologies, training, business system analysis, and/or other applicable systems.	Thorough knowledge of applicable business information systems, testing methodologies, training, business system analysis, and/or other applicable systems. Ability to serve as a resource for others. Ability to recognize the limitations of business information systems in relation to business processes.	In-depth knowledge of applicable business information systems, testing methodologies, training, business system analysis, and/or other applicable systems. Ability to recognize and fully understand the limitations of business information systems in relation to business processes.

Analysis and Decision Making

Ability to use effective approaches for choosing a course of action or developing appropriate solutions and/or reaching conclusions. Ability to take action consistent with available facts, constraints, and anticipated consequences.

Contributing	Journey	Advanced
<p>General knowledge of requests, issues and problem areas. Ability to analyze issues and problems and propose solutions which are consistent with the agency's priorities and financial resources. Ability to utilize available resources to correctly determine the issues and develop alternative solutions. Ability to make guided decisions and recommendations on issues affecting a project or client base.</p>	<p>Thorough knowledge of requests, issues, and problem areas and ability to fully understand and address them. Ability to exercise creative and critical thinking in evaluating situations and developing solutions. Ability to use internal and external resources to independently develop solutions, considering customer's capabilities and limitations. Ability to make independent decisions and take action on matters affecting projects or client base. Ability to develop strategies.</p>	<p>Ability to exercise creative and critical thinking in evaluating complex situations and developing solutions. Ability to forecast level of future agency requirements. Ability to devise or modify system-wide business systems to solve problems, considering customer's capabilities and limitations. Ability to make recommendations on issues that affect the direction of business systems and business.</p>

Communication

Ability to clearly, succinctly, and effectively convey information and recommendations to individuals or groups orally or in written form. Ability to use appropriate interpersonal skills to give information to and receive information from coworkers, clients, governmental officials, and the general public tactfully and in a professional manner. Ability to adjust language or terminology to meet the needs of the audience. Ability to use correct grammar, organization, and structure.

Contributing	Journey	Advanced
<p>Ability to maintain ongoing interaction with internal and external audiences using written and verbal communication skills. Ability to communicate effectively by articulate verbal discussion. Ability to create clear and coherent written materials. Ability to assist and participate in stakeholder sessions.</p>	<p>Ability to identify and address situations requiring tact and diplomacy using written and/or verbal skills. Ability to identify, clarify, and verify communications. Ability to synthesize information into succinct, concise, and logical summaries and reports. Ability to facilitate stakeholder sessions to achieve consensus and collaboration.</p>	<p>Ability to proactively identify and manage situations requiring complex communication for internal and/or external audiences. Ability to influence the direction of projects. Ability to identify stakeholders and manage communications to achieve consensus and collaboration.</p>

Project Management

Ability to provide oversight for project(s) and all related activities in that setting, including quality assurance and safety. Ability to coordinate and manage facilities, equipment, supplies, and related resources as necessary for the project. Ability to monitor quality control and environmental risks, if any. Ability to establish a set of tasks and activities associated with an intended outcome and timeline. Ability to ensure actions are performed and/or implemented to achieve the results of the project.

Contributing	Journey	Advanced
Ability to interact as a team member on a project team or ability to manage a project task or small-scope project.	Ability to develop, monitor, and communicate changes to project scope, project plans, timelines, status, issues, and risks for moderately complex projects, or subsets of complex projects.	Ability to develop, monitor, and communicate changes to project scope, project plans, timelines, status, issues, and risks for complex projects.

Problem Solving

Ability to identify problems, determine possible solutions, and actively work to resolve the issues.

Contributing	Journey	Advanced
Ability to identify, clarify, and select appropriate tools, data, and analysis techniques to diagnose problems and develop solutions.	Ability to anticipate and recognize problems and finds solutions. Ability to develop improvements and implement changes.	Ability to resolve more complex problems working with senior management. Ability to identify and address causes. Ability to develop and initiate innovations and solutions. Ability to set short and long term goals.

V. MINIMUM TRAINING & EXPERIENCE

Bachelor's degree in a discipline related to the area of assignment; or equivalent combination of training and experience. All degrees must be received from appropriately accredited institutions.

Note: This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.