



BUSINESS SYSTEMS ANALYST II

CHARACTERISTICS OF WORK:

Incumbents in this job family are responsible for designing, testing, implementing, and maintaining new applications systems and upgrading and/or maintaining existing systems. Individuals in this role typically specialize in a functional, technical, or user area of the organization and provide consultative assistance in the analysis and design of systems for the function/user. Business Systems Analysts have the key responsibility for the user contact and act as a liaison between the non-technical user and other technical staff to ensure that the user's requirements are met in the most effective way. Incumbents in this position may perform duties associated with programming. Incumbent may also be called upon to perform project management services, project review, or other similar tasks.

Business Systems Analyst II is the advanced career level where incumbents are fully qualified to perform all functions of systems analysis. They work independently on multi-phased projects or are members of teams working on major projects including new applications, conversions, and/or significant system enhancements and complex data modeling. They are often the leaders of development/project teams and have frequent contact with agency clients in middle to upper management, as well as external clients. Additionally, they may play a leadership role for other Programmer/Analysts.

MINIMUM QUALIFICATIONS:

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

EXPERIENCE/EDUCATIONAL REQUIREMENTS:

Education:

A Bachelor's Degree from an accredited four-year college or university in Computer Science, Data Processing, Business Information Systems, or a related field;

AND

Experience:

Four (4) years of directly related experience.

OR

Education:

An Associate's Degree in Applied Science in a Technical Program in an area of Information Technology approved by the IT Professional Development Committee;

AND

Experience:

Four (4) years of directly related experience.

OR

Education:

An Associate's Degree from an accredited two-year college in Computer Science, Data Processing, Business Information Systems, or a related field;

AND

Experience:

Six (6) years of directly related experience.

OR

Education:

Graduation from a standard four-year high school or equivalent (GED);

AND

Experience:

Eight (8) years of directly related experience.

Substitution Statement:

Related education and directly related experience may be substituted on an equal basis.

Possession of an Institute for Certification of Computer Professionals (ICCP) certificate based on successful completion of an examination may be substituted for one year of the required experience (certificate must be attached).

PHYSICAL REQUIREMENTS:

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Light Work: May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Far Acuity: Clarity of vision at 20 feet or more.

Depth Perception: Three-dimensional vision. Ability to judge distances and spatial relationships so as to see objects where and as they actually are.

Ability to adjust focus: Ability to adjust the eye to bring an object into sharp focus.

Speaking/Hearing: Possesses the ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The incumbent is frequently required to stand; and walk. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

COMPETENCIES:

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

PUBLIC SECTOR COMPETENCIES:

Integrity and Honesty: Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

Work Ethic: Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

Service Orientation: Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

Accountability: Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for

results. Maintains necessary attention to detail to achieve high-level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

Self Management Skills: Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions, and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

Self-Development: Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas.

TECHNICAL COMPETENCIES:

Systems/Applications Design and/or Maintenance: Designs, implements, and/or maintains applications and systems for a functional, technical, or user area of a state agency.

Designs, implements, and maintains new applications systems and upgrades and/or maintains existing systems. Analyzes systems for the function/user. Assists in the preparation of functional specifications to meet client business needs. Performs functional analysis to define systems requirements, including data modeling, process analysis, and needs assessment.

Technical Communication: Shares and discusses technical information with technical staff and non-technical users to ensure that user requirements are met in the most effective way.

Responds to end-user questions concerning software and hardware requirements and capabilities. Interacts with functional area experts. Works effectively with clients and other non-technical staff in meetings. Interfaces with clients in middle to upper management. Possesses knowledge of applicable existing infrastructure, technical environments, and business requirements.

Mentoring and Training: Helps others learn; motivates and provides guidance and support to others.

Provides assistance, guidance, and training to end-users and less experienced team members, including Programmer Analysts and/or Business Analysts. Coaches others on how to perform tasks.

ESSENTIAL FUNCTIONS:

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Performs all systems analysis functions, including research, data modeling, process analysis, needs assessment, and project documentation.
2. Works independently on new applications, conversions, and/or significant enhancements.
3. Interfaces with clients in middle to upper management.
4. Provides guidance and support to less experienced Programmer Analysts and/or Business Analysts.
5. Designs and administers test plans.

EXAMPLES OF WORK:

Examples of work performed in this classification include, but are not limited to, the following:

Contributes as a key member of a project team of Business Analysts, Systems Programmers, and end-users in the definition of systems requirements including system interfaces, processing, reporting, data, and performance requirements.

Performs complex data modeling.

Recommends integrated solutions to meet client business needs.

Works with end-users to implement the system, providing technical guidance and training to ensure a smooth transition.

Provides guidance to less experienced team members.

Performs various levels of positive and negative testing to verify the system is ready for production.

Holds training classes and develops user documentation, including system and user reference and operational manuals and checklists, case studies, and training materials.

Performs related or similar duties as required or assigned.

INTERVIEW REQUIREMENTS:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.