



## **SENIOR BUSINESS SYSTEMS ANALYST**

### **CHARACTERISTICS OF WORK:**

Incumbents in this field are responsible for designing, implementing, and maintaining procurement of services and new applications systems, as well as upgrading and/or maintaining existing systems. Individuals in this role typically specialize in a functional, technical, and/or user area of the organization and provide consultative assistance in the analysis and design of systems for the function/technical/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.

Senior Business Systems Analyst is the specialist level where incumbents are able to work on highly complex applications projects, crossing Agency and technical disciplines. This position is responsible for knowing and understanding the federal and state regulatory guidelines in administering the various programs operated by said state agency. Systems design projects will involve issues of data management, performance requirements, and integration of technologies, best practices, and services. Incumbents are fully knowledgeable of the functional, technical, or Agency area supported in addition to having a broad knowledge of systems technologies. Incumbents provide management insight for development of systems proposals, feasibility studies, contract management, and administration, as well as the design and implementation of integrated systems. They are often subject matter experts in design methodologies, data analysis, cost benefit analysis, benchmark methodologies, and/or specific complex applications. They play a key leadership role in development teams, providing technical guidance and direction to other team members, and have frequent contact with upper levels of management at the various agencies.

### **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:**

Six (6) 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:**

Six (6) 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:**

Eight (8) years of directly related experience.

**OR**

**Education:**

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

**AND**

**Experience:**

Ten (10) 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.

**Peripheral:** Ability to observe an area that can be seen up and down or left and right while eyes are fixed on a given point.

**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 complex systems, addressing issues of functional concerns, defects, problem areas, data management, performance requirements, and integration of technologies. Implements and maintains new applications systems or processes and upgrades and/or maintains existing systems. Provides subject matter expertise in design methodologies, analyses, benchmark, standardization of processes, and/or specific complex applications.

**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 upper levels of management concerning project issues.

**Mentoring and Training:** Helps others learn; motivates and provides technical 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.

**Evaluating and Monitoring:** Systematically and purposely examines work goals and determines resource requirements; monitors progress and evaluates outcomes.

Evaluates system requirements and conducts feasibility studies to examine hardware/software requirements, programming costs, and information flow and procure new systems, services, or peripherals. Monitors project progress and is responsible for ensuring alignment between user requirements, funding requirements, technical requirements, and system capabilities.

**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. Interfaces with upper levels of management concerning project issues.
2. Leads teams of Systems/Programmers, Business Systems Analysts, and end-users to identify and implement solutions to meet client technical, funding, and business requirements.
3. Provides management insight for development of systems proposals, feasibility studies, and the design and implementation of integrated systems.
4. Provides project management services, contract administration, and support services to agency.

**EXAMPLES OF WORK:**

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

Monitors project progress and is responsible for ensuring alignment between user requirements, funding requirements, technical requirements, and system capabilities.

Leads project team of Business Systems Analysts, Systems Programmers, and end-users in the definition of systems requirements, often for multi-agency projects or projects using multiple technical disciplines.

Designs complex systems, addressing issues of data management, performance requirements, and integration of technologies and services.

Evaluates system requirements and conducts feasibility studies to examine hardware/software requirements, programming costs, and information flow and to provide innovative, cost effective solutions for the client.

Provides subject matter expertise in design methodologies, data analysis, cost benefit analysis, benchmark methodologies, and/or specific complex applications.

Negotiates IT contracts for goods and services and monitors for compliance.

Prepares requests for proposals (RFPs), letters of configuration (LOCs), or general acquisition requests for services, which include the IT procurement of goods, services, and contracts.

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.