



# Information Technology Business Analyst

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
INFORMATION TECHNOLOGY (IT) BUSINESS ANALYST I	0221	B21	\$54,278 - \$87,046
IT BUSINESS ANALYST II	0222	B23	\$61,184 - \$99,658
IT BUSINESS ANALYST III	0223	B25	\$69,572 - \$114,099
IT BUSINESS ANALYST IV	0224	B27	\$84,182 - \$142,374
IT BUSINESS ANALYST V	0225	B29	\$101,860 - \$172,272

## GENERAL DESCRIPTION

Performs business analysis work involving gathering, developing, and documenting user requirements; reviewing, assessing, and developing business processes; creating and validating user acceptance testing; performing post-implementation support of systems; and providing support for the systems development life cycle.

## DISTINGUISHING CHARACTERISTICS

The Information Technology Business Analyst job classification series is intended for employees who work to improve the quality of information technology solutions to meet business needs at a state agency. Employees typically perform a liaison function connecting a program area of an agency, stakeholders, subject matter experts, and the information technology department to identify users' business requirements and to coordinate the automation of new or improved existing systems to enhance business operations. In contrast, the Management Analyst job classification series does not focus on information technology; rather, employees in that series would perform organizational studies and evaluations to determine what changes could assist management in creating efficiencies in business operations and methods.

## EXAMPLES OF WORK PERFORMED

Gathers, analyzes, and documents user requirements, business processes, and problems to automate or improve existing systems; elicits and documents business needs for new systems.

Analyzes program policies and procedures to determine their effect on automated systems and system functional areas.

Serves as a liaison by providing consultation, documentation, and direction to other areas with regard to analysis, design, configuration, testing, and policy implementation within all systems.

Develops and/or reviews complex system documents to convey business requirements and support efficient system design.

Develops, documents, and revises system design procedures, test procedures, and quality standards.

Monitors the maintenance and enhancement of routine computer systems to ensure proper functionality.

Participates in user acceptance testing and testing of new system functionality.

Performs related work as assigned.

## DESCRIPTION OF LEVELS

*Examples of work and descriptions are meant to progress through the levels. For example, an employee at level V may also perform work listed within the previous levels.*

**Note:** *Factors that may distinguish between journey levels include the degree of independence in performing the work and the complexity of the work and may include the years of related experience, education, and certifications. Employees at the journey levels may independently perform the full range of work listed in the examples or may assist others in that work.*

**IT BUSINESS ANALYST I:** Performs routine (journey-level) business analysis work. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment. Employees at this level may rely on direction from others to solve problems that are not standard. Employees may also assist other staff in performing work of greater complexity.

**IT BUSINESS ANALYST II:** Performs complex (journey-level) business analysis work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may work more independently than those at the previous levels and may routinely assist other staff in performing work of greater complexity. Employees may:

- Facilitate the service request life cycle through customer-related service request responses, business requirements coordination, technical specifications and related artifacts review, and monitors system integration and user acceptance testing prior to implementation.
- Identify a project's potential risks and difficulties and design strategies to mitigate or avoid them.

**Note:** *A senior-level employee (levels III-V) may serve in a lead or supervisory role; however, supervisory responsibilities within this job classification series will normally be found at the IV and V levels.*

*A senior-level employee may perform the full range of work identified in the preceding levels and may coordinate, evaluate, or oversee that work for others. Factors that may distinguish between senior levels include the scope of responsibility and oversight, the size and complexity of business analysis duties, and the employee's related experience, education, and certifications.*

**IT BUSINESS ANALYST III:** Performs highly complex (senior-level) business analysis work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:

- Coordinate the analysis of program policies and procedures to determine their effect on automated systems and system functional areas.
- Coordinate with outside vendors and contractors to complete projects and service requests; and defines, assigns, and evaluates their work.
- Identify opportunities to improve business processes through automation and help prepare proposals to develop new systems.
- Consult on the analysis of an application, troubleshoots system problems, and implements solutions.
- Provide complex quality assurance consultation to, or oversight of, projects, assignments, or special initiatives.
- Review complex project deliverables such as charters, design documentation, test plans, and risk assessment plans; and provide comments and suggestions to document owners.
- Develop training curricula and conduct formal training sessions covering assigned systems modules.
- Develop the design and/or review of test cases; processes change requests; and manage a project's scope, acceptance, installation, and deployment.

**IT BUSINESS ANALYST IV:** Performs advanced (senior-level) business analysis work. Works under minimal supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may fully perform highly complex business analysis work and may:

- Provide assistance to developers, systems analysts, or customers on system applications, software, and hardware; and provide production support to users of systems and applications, including on-site support as needed.
- Prepare budgetary cost estimates and develop project implementation proposals, documentation and scheduling; write technical specifications and requests for proposals.

**IT BUSINESS ANALYST V (Added 9/1/2023):** Performs highly advanced (senior-level) business analysis work. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Employees at this level may be considered technical experts in the field and may:

- Identify business needs and develop user requirements, workflows, and system analysis.
- Evaluate and identify continuous improvements to ensure that system or program implementations are efficient and effective.
- Track and analyze business processes or results to clearly define and adopt product requirements, features, and enhancements.

## GENERAL QUALIFICATION GUIDELINES

### EXPERIENCE AND EDUCATION

Experience and/or education in a field relevant to the work being performed. Agencies have the discretion to identify the general or specialized experience, education, or certifications required for positions and may tailor qualification requirements to be specific and meet the agency's business needs. Agencies also may substitute experience and education for one another, if appropriate and allowed by statute.

### KNOWLEDGE, SKILLS, AND ABILITIES

#### For all levels

- Knowledge of software development life cycle and systems development life cycle concepts; business and management principles involved in strategic planning, resource allocation, leadership technique, production methods, and coordination of people and resources; and project management principles and practices.
- Skill in business analysis methodologies; in analyzing and evaluating complex information technology applications, policies, and issues; and in developing creative and workable solutions to complex problems and issues.
- Ability to analyze and interpret technical information, including regulations, policies, and automation system documentation/specifications; to communicate in writing; to translate user/business needs into a technical style; to communicate technical instructions to system users; to analyze, evaluate, and integrate business rules into system requirements; to exercise sound judgment in making critical decisions; and to communicate effectively.

#### Additional for IT Business Analyst III – V levels

- Ability to oversee and/or supervise the work of others.

### REGISTRATION, CERTIFICATION, OR LICENSURE

May require registration, certification, or licensure in a specialty area.