

**Information Technology Business Analyst II**

Salary Group: B22

Class Code: 0222

<u>CLASS TITLE</u>	<u>CLASS CODE</u>	<u>SALARY GROUP</u>	<u>SALARY RANGE</u>
INFORMATION TECHNOLOGY (IT) BUSINESS ANALYST I	0221	B20	\$45,158 - \$73,788
IT BUSINESS ANALYST II	0222	B22	\$51,614 - \$84,479
IT BUSINESS ANALYST III	0223	B24	\$59,004 - \$96,720
IT BUSINESS ANALYST IV	0224	B26	\$69,415 - \$117,397

GENERAL DESCRIPTION

Performs complex (journey-level) business analysis work. Work involves 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. May provide guidance to others. Works under general supervision, with moderate latitude for the use of initiative and independent judgment.

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 between a program area of an agency and the stakeholders, subject matter experts, and information technology department to identify business requirements of the users 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.

Facilitates 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.

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 complex computer systems to ensure proper functionality.

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

Identifies potential project risks and difficulties, and designs strategies to mitigate or avoid them.

May review complex project deliverables such as project charters, design documentation, test plans, and risk assessment plans; and may provide comments and suggestions to document owners.

May develop training curriculum and conduct formal training sessions covering assigned systems module.

Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in business analysis work. Graduation from an accredited four-year college or university with major coursework in business administration, computer science, management information systems, or a related field is generally preferred. Experience and education may be substituted for one another.

KNOWLEDGE, SKILLS, AND ABILITIES

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; analyzing and evaluating complex information technology applications, policies, and issues; and 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.

REGISTRATION, CERTIFICATION, OR LICENSURE

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