Information Technology Business Analyst IV

Salary Group: B26

Class Code: 0224

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
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 highly advanced (senior-level) business analysis work. Work involves overseeing the gathering, development, and documentation of user requirements; the review, assessment, and development of business processes; the creation and validation of user acceptance testing; the performance of post-implementation support of systems; and support of the systems development life cycle. May supervise the work of others. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment.

DISTINGUISHING CHARACTERISTICS

The Information Technology Business Analyst job classification series is intended for employees that 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 the 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

Oversees the service request life cycle through customer-related service request responses, business requirements coordination across program areas, business requirements elicitation from requesters, and technical specifications and related artifacts review; and monitors system integration and user acceptance testing prior to implementation.

Oversees and/or assesses and reviews user requirements, procedures, and problems to automate or improve existing systems; and computer system capabilities, workflow, and scheduling limitations.

Oversees the analysis of program policies and procedures to determine their effect on automated systems and system functional areas.

Provides assistance to developers, systems analysts, or customers on system applications, software, and hardware; and provides production support to users of systems and applications, including on-site support as needed.

Provides complex quality assurance consultation to, or oversight of, projects, assignments, or special initiatives.

Consults on the analysis of an application, troubleshoots system problems, and implements solutions.

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

Reviews complex project deliverables such as project charters, design documentation, test plans, and risk assessment plans and provides comments and suggestions to document owners.

Develops training curriculum and conducts formal training sessions covering assigned systems module.

Develops the design and/or review of test cases, processes change requests, and manages a project's scope, acceptance, installation, and deployment.

Prepares budgetary cost estimates and develops project implementation proposals, documentation, and scheduling; writes technical specifications and requests for proposals.

Monitor and evaluates quality of contractor products and services; coordinates interactions and activities of vendors.

May lead and/or participate in developing corrective actions plans for projects or programs determined to be out of compliance with established policies or processes.

May supervise the work of others.

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 techniques, 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; to communicate effectively; and to supervise the work of others.

REGISTRATION, CERTIFICATION, OR LICENSURE

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