

## **CLASS TITLE: BUSINESS ANALYST (DOR)**

Class Code: 02623401  
Pay Grade: 28  
EO: B

### **CLASS DEFINITION**

**GENERAL STATEMENT OF DUTIES:** Within the Department of Revenue, to perform professional tasks in the analysis, research, and evaluation of business and technology functions; working in close conjunction with IT staff and vendors, to analyze and formulate information systems procedures and controls to increase the efficiency of agency business operations; to effectively and efficiently facilitate knowledge transfer between IT, vendors, and units within the department; and to do related work as required.

**SUPERVISION RECEIVED:** Works under the close supervision and/or professional guidance of a superior from whom are received specific work assignments; work is reviewed in progress and upon completion for accuracy and conformance to accepted principles, instructions, laws, rules and regulations.

**SUPERVISION EXERCISED:** Usually none.

### **ILLUSTRATIVE EXAMPLES OF WORK PERFORMED**

Within the Department of Revenue, to perform professional tasks in the analysis, research, and evaluation of business and technology functions.

Working in close conjunction with IT staff and vendors to analyze and formulate information systems procedures and controls to increase the efficiency of agency business operations.

To effectively and efficiently facilitate knowledge transfer between IT, vendors, and business units within the department.

To assist with business process mapping and business requirement gathering.

To assist in determining which business requirements and processes can and should be automated and to define how to integrate such functions with other business processes.

To assist in the development and execution of test plans and cases in conjunction with assigned technical and user staff, and to report test results to management, IT and vendors.

To contribute to test scenarios and/or test plans for quality assurance testing, including review of test results for quality assurance.

To effectively and efficiently interface with vendors, departmental employees, and other state agencies to confirm test cases and results.

To assist with identification, development and execution of training related to systems and assigned modules.

To develop functional procedures and documentation.

To consult with systems developers to evaluate and review ongoing user needs.

To study changes in departmental operations that would enhance efficiency and effectiveness in achieving agency programmatic objectives, and to make written and verbal reports and recommendations on such studies.

To provide support and guidance to DOR users, and to troubleshoot and resolve routine problems.

To monitor performance of departmental programs, and to develop and suggest improvements

to departmental processes and make recommendations as to potential modifications.  
To do related work as required.

**REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGES, SKILLS AND CAPACITIES:** A thorough knowledge of project management and business process management methods and procedures; a working knowledge of the principles and practices of public administration; a working knowledge and understanding of finance systems, organizations and processes; a working knowledge of computers and capabilities of data processing equipment; the ability to communicate effectively, both verbally and in writing, including presentations to groups of people; the ability to utilize analytical skills and exercise problem-solving strategies; the ability to interpret and apply complex laws and regulations; the ability to understand quantitative and qualitative data, research methodologies, statistical analysis and sampling techniques; the ability to analyze and document data and information; the ability to effectively and efficiently communicate the needs of the department to stakeholders; the ability to communicate effectively with external clients and internal teams, and related capacities and abilities.

**EDUCATION AND EXPERIENCE:**

Education: Such as may have been gained through: graduation from a college of recognized standing with a Bachelor's Degree in Accounting, Business Administration, Statistics, Computer Science, Project Management or Information Technology Management; and

Experience: Such as may have been gained through: professional-level experience in business analysis or business administration, including experience in business process creation or project management.

Class Created: December 11, 2016