

CLASS TITLE: SENIOR BUSINESS ANALYST (DOR)

Class Code: 02623406

Pay Grade: 31A

EO: B

CLASS DEFINITION

GENERAL STATEMENT OF DUTIES: Within the Department of Revenue, to perform advanced professional-level tasks in the analysis, research, and evaluation of business and technology functions; working in close conjunction with IT staff and vendors, to take a lead role in analyzing and formulating complex information systems procedures and controls to increase the efficiency of agency business operations; to act as the liaison among internal stakeholders to analyze, document, communicate and validate business and system requirements; 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 supervision and/or professional guidance of a superior from whom are received general work assignments; work is reviewed upon completion for accuracy and conformance to accepted principles, instructions, laws, rules and regulations.

SUPERVISION EXERCISED: Usually none; may be instructed to mentor and guide lower-level staff and/or to take the lead on project teams.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED

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

Working in close conjunction with IT staff and vendors to take a lead role in analyzing and formulating information systems procedures and controls to increase the efficiency of agency business operations.

To act as the liaison among internal stakeholders to analyze, document, communicate and validate business and system requirements.

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

To take a lead role in business process mapping and business requirement gathering.

To make determinations as to which business requirements and processes can and should be automated, and to clearly and efficiently define how to integrate such functions with other business processes.

To develop and execute test plans and cases in conjunction with assigned technical and user staff, and to report test results to management, IT and vendors.

To take a lead role in testing 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 actively assist IT staff, vendors, and business units in the setting of priorities, and to make recommendations on priorities that are appropriate for the agency's business model and which properly advance the agency's mission.

To collect and analyze the project's business requirements and transfer the same knowledge to

the development team.

To mentor and guide lower-level staff and/or to take the lead on project teams.

To ensure that issues are identified, tracked, reported on and resolved in a timely manner.

To independently identify, develop and execute training related to systems and assigned modules.

To develop functional procedures and documentation, and to review and edit draft documentation prepared by other staff members.

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 take a lead role in providing 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 understanding of project management and business process management methods and procedures; a thorough 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 use 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 communicate effectively, both verbally and in writing, using presentations, to groups of people; 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: advanced professional-level experience in business analysis or business administration, including a minimum of two (2) years of experience in leading business process creation or project management.

Class Created: December 11, 2016