

## **BUSINESS ANALYST**

**DISTINGUISHING FEATURES OF THE CLASS:** An employee in this class is responsible for the development of information systems through review, assessment, and development of business processes with a focus on the effective use of resources, both people and technology. This includes assessing technology needs and determining where improvements can be made to meet changing business requirements. The incumbent acts as a liaison combining business-planning expertise to analyze and translate a user, department or any other entities business requirements into system deliverables and/or business process changes utilizing available technology where appropriate as well as helping to develop new systems when necessary. Incumbents act as a change agent to help facilitate effective deployments/modifications to current practices, as well as help plan Information Technology strategies to anticipate future needs. Work is performed under the general supervision of the Director of IT or the Assistant Director of IT, with leeway allowed for the use of independent judgment. Supervision over Computer Programmers and other IT employees is performed. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Identifies modifications and improvements to enhance system efficiencies and performance of existing system features;  
Maintains system protocols by writing and updating procedures;  
Assists users in understanding their business processes as they relate to current systems;  
Determines operational objectives by studying business functions, gathering information, evaluating requests and proposing recommended solutions;  
Formulates ideas for the proposed system inclusive of organizational factors, financial considerations, viability of the system to meet the needs of the agency and the impact of new or modified system on the organization;  
Supports system users by interpreting technical information;  
Monitors project progress by tracking activities, attending project meetings, managing change and ensuring systems are fully documented prior to project close;  
Tests and validates system changes to ensure conformance to business requirements and recommends enhancements;  
Analyzes existing system logic difficulties and determines information technology solutions;  
Visits user job sites to analyze and offer proposed solution in a production environment;

Confers with departmental, agency or jurisdiction staff to determine current operations and to define the information processing needs, goals and problems;  
Ensures that documentation is kept up-to-date by periodic review.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of computer programming operations, organization structure, work flow analysis;  
Thorough knowledge of currently supported systems;  
Good knowledge of the principles and practices of system analysis and system design;  
Working knowledge of documentation procedures, testing criteria and security considerations;  
Ability to convey information in a professional manner;  
Ability to communicate effectively with both users and technical personnel;  
Ability to communicate effectively both orally and in writing;  
Ability to analyze qualitative and quantitative data;  
Ability to gather data through observation, interview and research;  
Ability to plan and direct the work of others;  
Ability to problem solve by analyzing the entire picture, problem and the solution;  
Ability to organize and prioritize projects;  
Ability to plan and supervise the work of others;  
Strong attention to detail;  
Cooperative;  
Initiative;  
Good judgment;  
Resourcefulness;  
Dependability.

**MINIMUM QUALIFICATIONS:**

A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in computer science or closely related field and three years of experience which shall have included project management involving analysis, design, evaluation and implementation of computer-based information systems including one year of supervisory experience; OR

B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in computer science or closely related field and five years of experience which shall have included project management involving analysis, design, evaluation and implementation of computer-based information systems including one year of supervisory experience; OR

C) Graduation from high school or possession of a high school equivalency diploma and seven years of experience which shall have included project management involving analysis, design, evaluation and implementation of computer-based information systems including one year of supervisory experience.

D) An equivalent combination of training and experience as defined by the limits of A), B) and C) above.

**SPECIAL NOTE: Because of the radical evolution of technology in this field, qualifying experience must have been gained within the last five years.**