

## INFORMATION SYSTEMS BUSINESS ANALYST

### DEFINITION

Analyzes and translates the customer's business needs into processes and specifications and integrates business requirements into an application workflow.

### TYPICAL DUTIES

Defines, prepares, and documents technical specifications and analyzes the impact for new project and/or changes to existing systems and applications.

Collects and analyzes business requirements to ensure successful operation of implemented systems or procedures.

Establishes user requirements for all business applications necessary to implement various software applications.

Acts as a subject matter expert and provides technical expertise in various business applications and requirements, program analysis, and program compliance.

Serves as the liaison between operating departments and the Information Technology Division (ITD) for all process re-engineering and system implementation project phases including design and configuration, testing, impact analysis, and training.

Conducts user training in business development and procedures.

Confers with system users and conducts on-site observations to resolve procedural or system issues.

Compiles and analyzes data, develops, monitors, and tracks business plans.

Assists with creating and maintaining business process mapping, data flow diagrams, and workflow analysis.

Writes reports relating to testing activities, including planning, scheduling, and execution.

Reviews existing processes and system capabilities in an effort to identify and recommend improvements and efficiencies.

Performs related duties as assigned.

### DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

An Information Systems Business Analyst analyzes the customer's business requirements and processes and translates them into specific software requirements and design.

A Technical Project Manager directs some of the activities involved in planning, development, and implementation of a major software applications system or directs all activities for a small software applications project.

The IT Business Efficiency Analyst reviews help desk reports, business processes and procedures and provides maintenance for change management.

### SUPERVISION

General supervision is received from a Senior Technical Project Manager. No supervision is exercised.

## CLASS QUALIFICATIONS

### Knowledge of:

- Operating systems, file organization, and access techniques
- Structured application development and program documentation procedures
- Script debugging, flow-charting, and dataflow diagramming
- Project management methodologies, and software development life cycle
- System analysis and design techniques
- MS Office Suite, web browser, and email

### Ability to:

- Facilitate meetings among stakeholders with diverse and conflicting points of view
- Communicate effectively, both orally and in writing
- Work effectively with District personnel, representatives of other organizations, and the public
- Oversee multiple projects and issues while working effectively under pressure in meeting deadlines
- Prepare clear, concise reports, and make recommendations
- Make effective oral presentations
- Set priorities and successfully complete tasks in a timely manner
- Work effectively and independently on assigned projects

## ENTRANCE QUALIFICATIONS

### Education:

Graduation from a recognized college or university, preferably with a bachelor's degree in information technology, computer science, or business administration.

### Experience:

Three years of professional level experience in IT business analysis. At least two years of the experience must have been in writing and designing workflow, application design, and/or writing business requirements or processes.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skill, and/or abilities. Management retains the discretion to add or change typical duties of a position at any time.

New Class  
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