JOB DESCRIPTION TEMPLATE

Career Ladder:	Business Analysis
Business Title:	Business Analyst II
Department:	
Department Code:	
Level:	

Job Summary:

The Business Analyst II leads the assessment of client needs in an effort to align business initiatives with information technology solutions.

Organizational Status:

Work Performed:

Specific Duties:

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<u>Core Duties</u>:

- Leads the assessment of client needs utilizing a structured requirements process (gathering, analyzing, documenting, and managing changes) to identify business priorities and recommends options.

- Identifies, elicits, and documents business requirements, defines business rules and communicates requirements for the implementation of business solutions.

- Communicates with stakeholders of varying technical ability and subject matter expertise.

- Leads short-term planning sessions to implement integrated business process improvements and documents discussion and agreements.

- Provides consultative services for the development of policies and procedures.

- Analyzes metrics to ensure for client satisfaction.

- Provides input to feasibility studies for standard development projects and enhancements.

- Provides technical guidance and leadership to less-experienced individuals.

- Prepares functional, system and program specifications.

- Develops user test cases and validates test results during user acceptance testing and system acceptance testing stages. Typically performs functional testing.

- May prepare project status reports and communicate status to client.

- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.

- Performs other related duties as required.

Consequence of Error/Judgment:

Supervision Received:

Supervision Given:

Education/Work Experience:

Skills:

Competency Proficiency:

Core Competencies:
Collaboration (Intermediate – I):   Actively solicits ideas and opinions from others to efficiently and effectively accomplish specific objectives targeted at defined business outcomes. Openly encourages other team members to voice their ideas and concerns. Shows respect for differences and diversity, and disagrees without personalizing issues. Utilizes strengths of team members to achieve optimal performance.

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Communicating for Results (Intermediate – I)**:**
Conducts discussions with and writes memoranda to all levels of colleagues and peer groups in ways that support troubleshooting and problem solving. Seeks and shares relevant information, opinions, and judgments. Handles conflict empathetically. Explains the context of interrelated situations, asks probing questions, and solicits multiple sources of advice prior to taking action when appropriate.

Problem Solving (Intermediate – I):
Applies problem-solving methodologies and tools to diagnose and solve operational and interpersonal problems. Determines the potential causes of the problem and devises testing methodologies for validation. Shows empathy and objectivity toward individuals involved in the issue. Analyzes multiple alternatives, risks, and benefits for a range of potential solutions. Recommends resource requirements and collaborates with impacted stakeholders.

Role Based Competencies:

Analytical Thinking (Intermediate – I):
Coordinates the information gathering and reporting process. Reviews trends and compares to expectations. Conducts research to define problems and prepares responses to anticipated questions. Prioritizes multiple issues and opportunities. Identifies relationships and linkages within several information sources. Anticipates issues that are not readily apparent on the surface. Identifies root causes and effects. Defines priorities within performance objectives. Reports and identifies areas that need guidance in order to resolve complex issues. Anticipates the possible outcome of potential solutions.

Business Process Knowledge (Intermediate – I):
Maps full business processes and designs operational process flow. Facilitates group input and drafts proposals for process improvements. Identifies resource implications. Implements process improvement recommendations within the context of overall business processes.

Initiative (Intermediate – I):
Seeks out new challenges that require risk taking. Determines the resources, team support, and technical needs necessary to enable success and procures them. Keeps responding to the challenge in spite of obstacles and setbacks.