

## **JOB DESCRIPTION TEMPLATE**

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

### **Job Summary:**

The Senior Business Analyst analyzes business needs and develops overall strategies for how automated systems can be used to support the short and long term direction of the business.

### **Organizational Status:**

### **Work Performed:**

#### Specific Duties:

### Core Duties:

- Analyzes business needs utilizing a structured requirements process (gathering, analyzing, documenting, and managing changes).
- Develops overall strategies and provides advice on options, risks and costs versus benefits.
- Communicates with stakeholders of varying technical ability and subject matter expertise and explains services to clients of all management levels to ensure they have a clear understanding of IT roles, processes, and activities.
- Manages liaison relationship with clients to ensure technical solutions meet user needs.
- Conducts feasibility studies and drafts proposals for evaluation by appropriate users and managers.
- Develops and assists in the presentation of business cases.
- Leads short and long-term planning sessions to implement integrated business process improvements.
- Identifies, elicits, and documents business requirements, defines business rules and communicates requirements for the implementation of business solutions.
- Prepares functional, system and program specifications bridging multiple projects.
- Reviews test plans and monitors the testing process to ensure that business results are adequately tested with minimal risk.
- Procures technical assistance to help in problem resolution.
- Provides technical leadership, coaching and mentoring to less-experienced individuals.
- 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:

<b>Core Competencies:</b>
<u>Collaboration (Advanced – A):</u> Consistently fosters collaboration and respect among team members by addressing elements of the group process that impedes, or could impede, the group from reaching its goal. Engages the “right people,” within and beyond organizational boundaries, by matching individual capabilities and skills to the team’s goals. Works with a wide range of teams and readily shares lessons learned and credit for team accomplishments.
<u>Communicating for Results (Advanced – A):</u> Converses with, writes reports for, and creates/delivers presentations to all levels of colleagues and peer groups in ways that support problem solving and planning. Seeks a consensus with business partners. Debates opinions, tests understanding, and clarifies judgments. Brings conflict into the open empathetically. Explains the context of multiple interrelated situations, asks searching, probing questions, and solicits expert advice prior to taking action and making recommendations.
<u>Problem Solving (Advanced – A):</u> Diagnoses problems using formal problem-solving tools and techniques from multiple angles and probes underlying issues to generate multiple potential solutions. Proactively anticipates and prevents problems. Devises, facilitates buy-in, makes recommendations, and guides implementation of corrective and/or preventive actions for complex issues that cross organizational boundaries and are unclear in nature. Identifies potential consequences and risk levels. Seeks support and buy-in for problem definition, methods of resolution, and accountability.
<b>Role Based Competencies:</b>
<u>Analytical Thinking (Advanced – A):</u> Determines criteria for assessing issues and opportunities. Establishes clear goals and priorities needed to assess performance. Identifies relationships and linkages between different information sources. Anticipates issues that are not readily apparent on the surface. Identifies root causes and effects. Establishes clear goals and priorities. Anticipates potential problems and develops solutions needed to resolve them. Systemically analyzes relationships between apparently independent problems and issues. Reviews and cross-reviews reports. Identifies trends as well as isolated events. Translates analytical reports into management presentations, and provides guidance to resolve issues. Anticipates the possible outcome of potential solutions. Identifies areas of significant concern or opportunity. Probes and initiates research to identify critical problems.
<u>Business Process Knowledge (Advanced – A):</u> Describes and documents critical cross-functional business process flows. Applies business process reengineering techniques and methods in analyzing process flow and accountability charts. Recommends and advocates substantive process enhancements and assesses both internal and external implications.
<u>Initiative (Advanced – A):</u> Describes future scenarios and related opportunities. Plans potential responses involving

resource holders, peers, processes, and technology. Leads a timely response, seeking internal/external advice and consultation, and sustains progress through uncharted territories.