

SENIOR BUSINESS ANALYST

Job Code	Pay Grade
18832	150

Nature of Work

This is responsible professional, technical, and administrative work involving business systems, business practices, workflow and operational research. An individual in this position will participate in the entire software development cycle providing first line production support to the business units within the Clerk's Office. Responsibilities will include development of business requirements, logical data and process flow designs, project schedules, test scenarios, and implementation plans for case and document management systems. The incumbent will assist project managers by managing sub-teams or a portion of an overall project. Incumbent must be capable of providing direction to ancillary staff, which includes assignment and review of work assignments. Generally works on medium to large scale projects of moderate to significant complexity. This position reports to Clerk's Technology-Project Officer or designee.

Minimum Qualification Requirements

- 10+ years of advanced knowledge of system development methodology, project management, system architecture and analytical/problem solving skills plus 3 years proven analytical experience performing business process analysis and/or project management in a large organization that includes supervisory work, supervisory training or project lead on a major project; or
- Bachelor's degree business administration or related technical field and 6-8 years experience as described above; or
- Master's degree business administration or related technical field and 4-6 years experience as described above;
- An equivalent combination of education, training, and/or experience.

Illustrative Tasks (These are examples and are not all inclusive)

- Utilizes best practice processes around work assignments, project management, and quality of output while maximizing overall team performance.
- Builds relationships with business units to improve services and ensure service levels are being met.
- Has full functional knowledge of area of responsibility.
- Competent to work at the highest technical level of most phases of systems analysis while considering the business implications of the application of technology to the current and future business environment.
- Creates communication plans (correspondence, presentations, and other materials) for knowledge transfer to executives.
- Identifies, recommends and participates in ongoing process improvement initiatives.
- Participates in design and project meetings; which may include ensuring project initiatives are on track.
- Motivates and influences project team to successfully meet goals and initiatives with the assistance of management.
- Interface directly with business units to help coordinate the release of products.
- Participates in project planning activities and development of more effective business processes.
- Organizes, participates, and conducts application unit testing and application walk-through as needed.
- Reviews software requirements documents and develop metrics for assessing compliance of delivered software to those requirements.
- Assists with other software development-related activities as required.
- Serves as liaison between end users and development during the initial phase of product creation or identification.
- Assists the business units with identifying process re-engineering opportunities.
- Reviews, analyzes, and evaluates business processes and associated IT application requirements.
- Supports or leads the process of screening, framing and modeling ideas for process improvements.
- Develops and executes test strategies, plans, scenarios, and tracks resolution to identified defects.
- Recommends promotion of software to production based on satisfactory test results.
- Defines and documents business and IT system processes.

SENIOR BUSINESS ANALYST (continued)

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Illustrative Tasks (continued)

- Conducts and facilitates fact gathering sessions to develop and coordinate the requirements, specifications, design, and testing efforts for medium to large projects.
- Analyzes business workflow and system needs for conversions and migrations; assists in data mapping.
- Defines and develops test plan documentation to support system validation and/or User Acceptance Testing.
- Conducts gap analysis and uses analytical skills to identify solutions to ensure business needs are met.
- Reviews Process Conceptual Design documents to ensure functional requirements are captured.
- Leads and/or mentors other business analysts with regard to business analysis responsibilities.
- Coaches, motivates and guides team members.
- May lead small work teams in large or small projects.
- Performs related work as assigned or required.

Knowledge, Skills and Abilities

- Ability to understand the basic concepts of project management according to PMBOK and Project Management Lifecycle.
- Ability to demonstrate an understanding of Software Development Life Cycles (SDLC).
- Knowledge, at an intermediate level, in Microsoft applications (Word, Excel, Project, PowerPoint, Visio).
- Ability to articulate an appropriate course of action based on reading standard project documentation.
- Ability to develop and document a work plan and estimate effort required to complete the work.
- Ability to document business analysis deliverables such as requirements, workflow diagrams, and testing documentation.
- Ability to work independently as well as within a team.
- Ability to apply attention to detail and accuracy.
- Ability to multi-task and prioritize work load.
- Ability to express excellent verbal and written communication skills.
- Ability to establish and maintain positive and effective work relationships with coworkers, clients, members, providers and customers.

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9/13	Professionals	Exempt