IT BUSINESS ANALYSIS

General Summary

Responsible for the business aspects of information systems which would include business processes, functionality and data. Develops, analyzes and documents requirements, as well as business process decomposition and modeling. Collaborate and coordinate effectively with IT and business team members.

IT Business Analyst I
Jobcode: IBBA23
Pay Band: IE
FLSA Status: Exempt

Distinguishing Characteristics

Under general supervision, perform standard project analytical work related to small to medium information systems and business processes. Translate business needs into requirements. Perform business process modeling. Provide business insight into the system design process. Know and apply foundational business analytics tools and methodologies.

Recommended Education and Experience for Full Performance

Bachelor's Degree in any field and four (4) years of experience in information technology or business analysis. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling eight (8) years may substitute for the required education and experience. PMI-PBA certification may be substituted for one year of education.

Minimum Qualifications

Bachelor's Degree in any field and two (2) years of experience in information technology or business analysis. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling six (6) years may substitute for the required education and experience. PMI-PBA certification may be substituted for one year of education.

Essential Duties and Responsibilities*

1. Define requirements and business cases for technology developments.
2. Participate in analyzing and documenting existing processes and systems for possible improvements and recommend new or revised systems; may develop instructional materials, training and job aids.
3. Participate in the analysis of user needs and the design and implementation of new or modified management information systems, such as use case analysis.
4. Provide assistance in designing reporting systems, forms and related business tools.
5. Collaborate and coordinate effectively with IT and business team members, translating between business and technical staff to derive clarity from ambiguity.
6. Interview employees and customers at all levels to analyze policies, work procedures and operational methods for the needs analysis stage of systems development.
7. May participate in user acceptance testing, assist in upgrades and patching; may participate in smoke testing and develop test plans; plan, conduct and document results of testing.
8. Participate in problem solving; defining the problem, performing root cause analysis, exploring options and solutions, understanding constraints, and recommending best solution based on data-driven analysis.
9. Develop quality documentation such as requirement specification, user guides, presentation materials, correspondence, and use cases.
10. Demonstrate effective interpersonal skills to establish credibility and rapport with team members, management, and stakeholders. Communicate findings, results, requirements and timelines in an objective manner.
11. Appropriately escalate concerns or issues to more senior staff.

IT Business Analyst II
Jobcode: IBBA26
Pay Band: IF
FLSA Status: Exempt

Distinguishing Characteristics
Under minimal supervision, perform the most advanced project analytical work related to large and/or complex information systems and business processes. Translate business needs into requirements, performance measures and improved processes. Participate in the system design process as business expert. Know and apply business analytics tools and methodologies, tailoring these to specific projects and environments.

Recommended Education and Experience for Full Performance
Bachelor's Degree in any field and six (6) years of experience in information technology or business analysis. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling ten (10) years may substitute for the required education and experience. PMI-PBA certification may be substituted for one year of education.

Minimum Qualifications
Bachelor's Degree in any field and four (4) years of experience in information technology or business analysis. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling eight (8) years may substitute for the required education and experience. PMI-PBA certification may be substituted for one year of education.

Essential Duties and Responsibilities*
1. Define requirements and business cases for large and/or complex technology developments.
2. Lead the analysis and documentation of processes and systems to identify opportunities for improvement; may develop instructional materials, training and job aids.
3. Lead the analysis of user needs and the design and implementation of new or modified management information systems, such as use case analysis.
4. Participate in designing reporting systems, forms and related business tools as a business expert.
5. **Collaborate and coordinate effectively with IT and business team members, translating between business and technical staff to derive clarity from ambiguity.**
6. Interview employees and customers at all levels to analyze policies, work procedures and operational methods for the needs analysis stage of systems development.
7. May participate in user acceptance testing, assist in upgrades and patching; may participate in smoke testing and develop test plans; plan, conduct and document results of testing.
8. Lead and facilitate problem solving; defining the problem, performing root cause analysis, exploring options and solutions, understanding constraints, and recommending best solution based on data-driven analysis.
9. Develop quality documentation such as requirement specification, user guides, presentation materials, correspondence, and use cases.
10. Demonstrate effective interpersonal skills to establish credibility and rapport with team members, management, and stakeholders. Communicate findings, results, requirements and timelines in an objective manner.
11. Apply good judgment to appropriately escalating concerns or issues to more senior staff.
12. Strong written and oral communication skills; proven presentation experience and comfort with senior management audiences and effective facilitation skills with diverse groups.
13. Ability to prioritize workload and work with minimal supervision.
14. Contribute to continuous quality improvement of internal systems and solution delivery processes.

15. Identify, adapt and implement the appropriate methodology and tools for specific projects and situations to deliver consistent, effective, and quality business analysis.
16. Mentor junior analysts.

Bargaining Unit: **IT Business Analyst I, II may be covered by a collective bargaining agreement.**

Statutory Requirements:

Conditions of Employment:

Working Conditions: Working Conditions for individual positions in this classification will vary based on each *agency's utilization*, *essential functions* and the *recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Established: 6/23/2016   **Revised:**

*Essential Duties and Responsibilities are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of duties. Classification description subject to change. Please refer to SPO website (www.spo.state.nm.us) to ensure this represents the most current copy of the position.