

BUSINESS APPLICATIONS ANALYST

DEFINITION

Under direction, the Business Applications Analyst performs professional-level analytical work while serving as a functional liaison with Information Services staff in coordinating the functional/business unit activities related to the development, training, testing and use of information management applications; performs related work as assigned.

CLASS CHARACTERISTICS

Business Applications Analyst is the journey-level class in the Business Applications Analyst series. Incumbents represent the needs of business process user by supporting and participating in the duties and responsibilities of the other classes in the Business Application Analyst series, and are fully competent to serve as functional liaisons with information systems technical staff to assist with business functional analysis related to application development, maintenance and support. This class is distinguished from Senior Business Applications Analyst in that the latter provides lead direction and work review to assigned staff and/or performs and coordinates complex and specialized work.

EXAMPLES OF DUTIES (*illustrative only*)

- Develops business problem solutions using information technology methods.
- Assists with the creation and maintenance of user accounts on a business application system.
- Investigates source data issues within the system; develops plans to resolve/correct problems.
- Serves as a liaison with Information Services technical staff for issues related to systems used by an organization.
- Supports the development of data standards and user application procedures, analyzes existing data, identifies needs for usage information, prepares and updates user guidelines and procedures on a regular basis.
- Supports the development of an application user training program component for the organization.
- Develops, documents and maintains user acceptance test scripts; performs user acceptance and other functional tests; and assists tracking and coordinating user acceptance testing.
- Reports and tracks change requests.
- Supports development, maintenance, and upgrading of applications for a functional area through needs analysis, defining business requirements, and functional testing.
- Processes user enhancement requests.
- Assists in the analysis of business processes and workflow for possible improvements.
- Ensures data integrity by auditing and analyzing data.

- Maintains functional master data and workflow where programming skills are not required.
- Supports the development and maintenance of user training documentation.
- Supports the development of operational/user documentation.

WORKING CONDITIONS

- Must be able to respond to information systems emergencies.
- Work occasional evening and weekend hours.
- May be required to travel statewide as necessary.

QUALIFICATIONS

Knowledge of:

- Business systems applications.
- Principles and practices of functional area of assignment.
- Principles and practices of the application of information management systems to the functional work of an organization.
- Principles and techniques of project management.
- Problem-solving and conflict resolution methods and techniques.
- The operation of personal computers and use of specified computer applications, such as word processing, spreadsheets and diagramming tools (such as Visio).
- Principles and techniques of preparing a variety of effective written materials.
- Database reporting tools such as Crystal Reports.
- Principles and techniques of analyzing and documenting functional business requirements.
- Principles and techniques of using fourth generation reporting and table maintenance tools.

Ability to:

- Communicate technical software and hardware issues to non-technical users and executive management.
- Use initiative and judgment within established procedural guidelines.
- Organize, prioritize, and coordinate multiple work activities and meet procedural guidelines.
- Document the business requirements to be used in the evaluation, development, and/or acquisition of information management systems by an organization.
- Develop and maintain user documentation related to software applications used by an organization.
- Operate personal computers and use specified computer applications, such as word processing and spreadsheets.
- Communicate effectively in English, orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Use tact and discretion with those contacted in the course of the work.
- Develop business process models.

Licenses and Certificates:

None.

Education and Experience:

Equivalent to possession of a bachelor's degree, preferably with major course work in public or business administration and three years experience in business process analysis, operational documentation, and workflow analysis/process reengineering.

Additional experience may be substituted for the education on a year-for-year basis. Possession of a directly related postgraduate degree may be substituted for one year of experience.