

SENIOR BUSINESS APPLICATIONS ANALYST

DEFINITION

Under direction, the Senior Business Applications Analyst performs lead direction and work review to assigned staff, serves as a consultant, and/or performs complex and specialized 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

Senior Business Applications Analyst is the lead and/or specialist level class in the Business Applications Analyst series. Incumbents may serve in a lead capacity and direct the work of assigned staff, and/or may serve as specialists who work independently and deal with the more complex and/or sensitive projects. Incumbents represent the needs of business process users and are fully competent to serve as functional liaisons with information systems technical staff and independently provide the most complex business functional analysis related to application development, maintenance and support. Depending on the position or project, incumbents may utilize a spectrum of skills, from identification of functional requirements to the implementation of these requirements in systems. This class is distinguished from Supervising Business Applications Analyst in that the latter is responsible for supervising staff, with effective authority for their selection, retention, and training and development and with responsibility for day-to-day supervision, evaluation, motivation, and discipline of employees.

EXAMPLES OF DUTIES (*illustrative only*)

- Provides lead direction, training, and work review; organizes and assigns work, sets priorities, and follows up to ensure coordination and completion of assigned work.
- Provides input into section, evaluation, discipline, and other personnel matters.
- Develops business problem solutions using information technology methods.
- Assists with the creation and maintenance of user accounts for an applications system.
- Investigates source data issues within the application; develops plans to resolve/correct problems.
- Serves as liaison with Information Services technical staff for issues related to systems used by the organization.
- Develops data standards and user application procedures, including defining program goals, analyzing existing data and assisting in system integration, identifying needs for usage information, preparing guidelines and procedures, and updating user application programs and procedures on a regular basis.

- Establishes an application user training program component for the organization; conducts user training.
- Develops, documents and maintains user acceptance test scripts; performs user acceptance and other functional tests as needed; and leads tracking and coordinating user acceptance testing.
- Develops processes for managing, reporting, and tracking changes.
- Supports development, maintenance, and upgrading of applications for a functional area through needs analysis, defining business requirements, and functional testing.
- Develops a process to manage user enhancement requests.
- Analyzes 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.
- Interprets and analyzes user requirements; develops and documents functional specifications.
- Develops and maintains user training documentation.
- Develops operational/user documentation.
- Performs workflow analysis and problem resolution related to the functional use of information management systems in the organization.
- Prepares complex written reports.
- Gives presentations to management and staff regarding information management systems used by the organization.

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:

- Basic supervisory principles and practices.
- 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 effective oral presentations.

- 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.
- Database entity relationship diagrams.
- Principles and techniques of using fourth generation reporting and table maintenance tools.

Ability to:

- Plan, direct, and review the work of others on a project or day-to-day basis.
- 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 four years experience in business process analysis, functional operational system documentation, and workflow analysis/process reengineering, including one year of project management experience and one year of lead experience for those positions identified as lead; **or** one year as a Business Applications Analyst.

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.