



BUSINESS ANALYST (0881-3)

SCOPE OF WORK:

Work involves serving as a liaison between business users and information technology in order to elicit, analyze, communicate, and validate requirements for new or changed business processes, policies, and information systems. Therefore, soft skill requirements include negotiation, facilitation, communication and organization skills. Work requires applying principles, methodologies, standards, and best practices to identify business needs and determine solutions to business problems. Solutions may include software/systems development, process improvement, and/or organizational change.

DUTIES PERFORMED AT ALL LEVELS:

- Collaborate with users to elicit, identify, define, prioritize, and document business requirements, opportunities, and/or problems for new development projects, business process redesign, current business application enhancement, or current business problem/issue resolution.
- Identify, manage, monitor, and respond to requirement gaps, conflicts, and risks.
- Translate business requirements into functional specifications for information technology or other solutions; manage specification changes.
- Identify and assess solution options with regard to technical feasibility, cost/benefit analysis, business risks, and success measures; document solution prototypes and mock-ups; ensure usability of solution and post-implementation review and assessment; recommend solutions.
- Develop, document, and execute test plans to ensure that business requirements have been satisfied; manage system change requests and problem resolution activities.
- Manage customer and vendor relationships; serve as liaison between information technology, users, and vendors.
- Present and communicate technical and business concepts to technical and non-technical audiences.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

BUSINESS ANALYST I
GRADE L

0881

CLASS CODES: 0881
0882
0883

ND Class Description
Business Analyst

LEVEL DEFINITION:

Work at this level involves business analysis that impacts multiple business units within an agency and which have dependencies or effects on the processes or projects of other business units. Work is performed under general supervision.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- None.

MINIMUM QUALIFICATIONS:

A bachelor's degree with a major in computer science, computer or management information systems, project management, business administration or a field closely related to those listed and three years of work experience involving business analysis activities such as requirements planning and management, elicitation, documentation, solution assessment, etc. Additional work experience as described may substitute for the education requirement on a year-for-year basis.

BUSINESS ANALYST II

0882

GRADE N

LEVEL DEFINITION:

Work at this level involves providing leadership in business analysis activities within the agency. The majority of work involves business analysis of the most complex business cases having high-risk dependencies or effects on other agencies and requiring reporting and communication at the agency and/or executive levels.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Provide direction and establish processes for business analysis activities.
- Develop and review business cases that document the business need or problem, solution, cost/benefit analysis, strategic alignment with organization's mission, and business risks.
- Ensure business analysis activities contribute to and achieve strategic and organizational objectives.
- Participate in pre-project activities and business planning efforts that depict the current and future business views.
- Develop or participate in developing business analysis policies, standards, procedures, and methodologies.

MINIMUM QUALIFICATIONS:

Requires a bachelor's degree with a major in computer science, computer or management information systems, project management, business administration, or a field closely related to those listed and four years of work experience involving lead work, supervision, or management of the business analysis function. Additional work experience as described may substitute for up to two years of the education requirement on a year-for-year basis.

BUSINESS ANALYST III

0883

GRADE O

LEVEL DEFINITION:

Work at this level involves providing leadership in business analysis activities at an enterprise level crossing multiple agencies. Business analysis projects at this level require complex reporting and communication at the enterprise, executive, and legislative levels. Projects at this level represent a significant capital investment for the agency or state and possess high visibility, impact, and risk. Work at this level may involve supervising the business analysis function of a large agency or leading business analysts from the consultative aspect.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Develop an agency's business analysis framework, policies, standards, procedures and methodologies.
- May provide significant input to agency budgets.
- May manage assigned staff; develop and implement work standards and performance management measures; assign work duties as appropriate.

MINIMUM QUALIFICATIONS:

Requires a bachelor's degree with a major in computer science, computer or management information systems, project management, business administration or a field closely related to those listed and six years of work experience involving lead work, supervision, or management of the business analysis function. Additional work experience as described may substitute for up to two years of the education requirement on a year-for-year basis.

Eff. Date: 7/09

Rev: 3/10 - added third level

Rev: 7/12 – Conversion to Hay System