



Job Title	Senior Business Analyst, IT	FLSA Status	Exempt
Band	PRO	Probationary Period	12 Months
Zone	8	Job Code	17412

Class Specification – Senior Business Analyst, IT

Summary Statement:	
<p>The purpose of this position is to stimulate business demand for IT services, build and strengthen a positive, collaborative, and trusting relationship with the IT customers by advocating on their behalf, and ensuring IT services meet business requirements. Provides a consistent communication channel and develops trusted relationships with customers, ensuring customers have a clear and unambiguous expectation of the level of service to be delivered. This is accomplished by planning, organizing, and conducting detailed management analytical studies to define problems, identifying deficiencies, and improve solutions; provide the basis for management decisions; build familiarity with departmental operations while looking for ways to improve performance. Serves as a consultant to the enterprise in work measurement, system assessments, or return on investment analysis; and conduct meetings on all levels of management for purposes of presentations, reviews, and approvals of recommendations.</p>	
Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
50%	Concisely and effectively communicates progress, status, and issues to the business and IT management. Enables IT customers to better understand the scope of services and the business value and efficiencies they provide. Learns the vital and critical business processes and functions for each business unit and how IT services can support them. Clarifies and documents the details of business submitted service requests.
25%	Seeks to understand the customer's business and IT strategic needs. Works to ensure IT focus on customers by aligning services with business needs. Creates and implements programs to improve the service improvement plan.
25%	Responsible for ensuring that IT delivers excellent customer service. Supports the development of estimates and solution design packages by working with solution architects, engineers, and other cross-functional teams to define service requirements, solutions, and schedules.



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Competencies Required:

Human Collaboration Skills: Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.

Reading: Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.

Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Technical Skills Required:

Skilled in a Technical Field: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Bachelor's degree from an accredited college or university with major coursework in computer science, information management, or a related field.

Experience: Five years of full-time responsible experience working in an organization as a business relationship manager or business analyst.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.



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Supervision Exercised:

Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling of work.

Supervision Received:

Receives Limited Direction: This job title normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.

Fiscal Responsibility:

The job title prepares accounting, budget, employment actions, purchasing documents; and does research to justify language used in documents for a unit or division of a department. May recommend budget allocations.

Physical Demands:

Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: December 2015