

IS Systems Development Services Specialist (IT Business Analyst) – Position #33247

Position Summary

Under general supervision, this advanced level position will perform business process analysis and design. This position will develop standards and strategies for business analysis and for IT system integration between multiple systems and data platforms. These responsibilities require well developed business analysis, relationship building, communications, problem solving and organizational skills. This position provides direction, guidance, technical services and consultation to DOA and their partner agencies.

This position will coordinate business requirements development, application design, building state of the art applications, tracking emerging technologies, and researching new products. Strong communication skills are a must. This position will act as a facilitator, system developer, planner, and problem solver in order to meet agency strategic objectives. Working with customers, this position will define project scope, prepare cost/benefit analysis for management review, present and negotiate application solutions with customers and management, and coordinate and lead solution implementations.

These systems are critical to the mission of the agency and, as such, have widespread impact throughout state and local government and may affect the private sector, as well.

Describe the Goals and Worker Activities of this position:

TIME%	GOALS AND WORKER ACTIVITIES
30% A	Perform Business Analysis and Administrative Activities for Business Applications
A1.	Evaluate current policies, procedures, methods, and workflow to determine and gain insight into the rationale for the present system.
A2.	Conduct appropriate surveys, interviews, site visits, and teleconferences with key staff and management to document the current system for the identification of system needs.
A3.	Facilitate teams.
A4.	Organize meetings, preparing agendas, comprehensive meeting minutes, and other meeting materials.
A5.	Analyze business processes and data needs and translate the business rules for IT systems.
A6.	Prepare cost/benefit analysis to determine if new technologies can provide cost effective alternatives to the present system.
A7.	Present recommendations to staff and management when needed to obtain acceptance of proposed improvements/changes.
A8.	Work to develop appropriate communication tools to report status, progress, and potential issues to staff and the management team.
A9.	Train, mentor, and coach staff in the operation of new systems or procedures.
A10.	Assist in the coordination of an orderly conversion from the existing systems/solutions to the new system/solution.

- 10% B Perform Project Management and Administrative Activities for Business Applications
 - B1. Provide services, such as Statements of Work, Project Charters, and Project Plans.
 - B2. Develop project implementation plans, which include target dates.
 - B3. Provide oral and written status reports to management.

- 10% C. Client Services and Quality Control
 - C1. Develop and maintain Agency business application documentation for various audiences, including other IS developers, operations staff, data and network administrators, application users, and application trainers.
 - C2. Develop user manual preparation and training.
 - C3. Develop software testing plans and conduct software tests from components to entire systems.
 - C4. Monitor reactions to the service provided and make improvement recommendations to management.
 - C5. Develop performance goals and monitoring for new applications.
 - C6. Interact with everyone in the work environment; customers, peers, managers, citizens, etc., in a pleasant, courteous, and professional manner at all times, without letting personal feelings get in the way of necessary business communications.

- 10% D. Provide leadership in the development of good customer relations.
 - D1. Communicate with partners in such a way as to enhance the perception of your helpfulness and professionalism, keeping in mind that what is said may be the basis for subsequent discussions at higher levels in both the partner organization and DET.
 - D2. Develop and maintain coordination and problem resolution with DET to ensure responsive service to customers.
 - D3. Provide consulting and support services to the department and agency partners.
 - D4. Demonstrate excellent analysis, collaboration, and communication skills.

- 10% E. Administer and create content for agency web presence.
 - E1. Maintain agency SharePoint site.
 - E2. Maintain agency web site.

- 10% F. Provide application and data support.
 - F1. Create SQL reports and run ad hoc queries as necessary.
 - F2. Perform annual purges and other maintenance tasks.
 - F3. Monitor and troubleshoot existing data sharing applications.
 - F4. Specify and develop additional data sharing applications with partner agencies.

- 5% G. Maintain professional credentials and participate in additional functions.
- G1. Review new developments in information systems through ongoing review of trade, technical and vendor publications.
 - G2. Attend training sessions and vendor demonstrations concerning hardware, software, and techniques with possible application for use within the Department.
 - G3. Perform all duties assigned, either by your supervisor or by his/her delegate, in a timely and professional manner.
 - G4. Support the department's Affirmative Action Policy.
 - G5. Interact with other DET staff and customers in a pleasant, courteous and professional manner at all times to maintain a positive working environment.
 - G6. Make suggestions concerning procedures, policies and expanded use of office systems.
 - G7. Assist management by participation on augmentation, steering, and advisory committees.

Knowledge, Skills and Abilities

1. Strong analytical skills and passion for solving challenging problems.
2. Knowledge of policy and procedure analysis and development methods and techniques.
3. Customer service skills.
4. Knowledge of information systems concepts, principles, practices, and techniques.
5. Ability to perform business analysis for purposes of designing and developing, implementing, enhancing, testing, monitoring, and maintaining IT applications.
6. Knowledge of the requirements, analysis and design phases of system development projects.
7. Strong oral and written communication skills including the ability to communicate business and technical concepts and information effectively to a wide range of audiences including the public, , including knowledge of correct grammar, spelling, punctuation, sentence structure, and language usage. Ability to prepare written reports that are clear, concise and meaningful.
8. Group presentation skills.
9. Knowledge of various resources for researching new and emerging technologies and determining applicability to project requirements.
10. Skill in developing and maintaining effective working relationships with administrative and professional staff both internal and external to the organization (e.g. internal staff, management, agency partners, etc.)
11. Organizational and time management skills.
12. Prioritization skills.
13. Ability to learn quickly, synthesize complex information; identify key points and communicate results accurately and effectively.
14. Conceptual understanding of web applications and relational database architectures.
15. Solid understanding of good programming and design practices.
16. Resourceful in identifying and obtaining information sources needed to perform responsibilities effectively.
17. Ability to work independently and exercise appropriate discretion with a minimum of supervision and produce effective, acceptable results within short time frames.
18. Strong troubleshooting skills.
19. Knowledge of SharePoint.
20. Knowledge of Microsoft Office.
21. Knowledge of SQL
22. Knowledge of web technologies (i.e. HTML, CSS, JavaScript).