100-000R

POSITION DESCRIPTION

AGENCY/DEPT ID DAS
DAS/DAS101320

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Administrative Support	Information Technology Services	Franklin
This row is for Information Technology classifications ONLY	PRIMARY TECHNOLOGY (IT ONLY)	SECONDARY TECHNOLOGY (IT ONLY)

POSITION NUMBER 20005473

☒ Reclassification ☐ New Position ☐ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20005470 Information Technology Supervisor 2

☒ Permanent ☐ Temporary ☐ Intermittent

☒ Classified ☐ Unclassified ☐ Essential

Overtime: ☒ Eligible ☐ Exempt

If FLSA Exempt, exemption type:

Bargaining Unit 14
PR 35
Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 am TO: 5:00 pm

JOB TITLE
Business Process Analyst 2

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
65	Gathers and analyzes information from stakeholders, business owners, customers and management for implementation of information technology solutions. Identifies documents and analyzes business requirements. Creates Information Technology process flows and flowcharts. Analyzes, reviews, and recommends possible solutions to identified business problems thru the implementation of technical solutions.	**Knowledge of**: (1) oral & written communication tools & techniques; (2) customer support & personal service; (3) state & agency policy, procedures & applicable laws*; (4) vision, mission & goals of agency*; (5) IT systems development lifecycle management concepts; (6) technical writing & documentation practices; (7) quality assurance principles; (8) requirement analysis principle &methods; (9) methods & approaches for sharing information through the use of IT assets; (10) business process modeling methods & techniques; (11) IT security principles & methods; (12) technical tools available for consideration (13) IT principles, methods & practices in the assigned specialty area; (14) performance monitoring principles & methods; (15) interrelationships of multiple IT specialties; (16) business process & operations of customer organizations. **Skill for**: (17) reading comprehension; (18) speaking, (19) service orientation; (20) assuring quality; (21) identifying & specifying business requirements; (22) operation analysis; (23) time management; (24) interviewing; (25) presenting; (26) facilitating; (27) troubleshooting; (28) critical thinking; (29) complex problem solving; *developed after employment

JOB CODE 69962

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
		4-27-10

APD 4-29-10 KB

100-000R

POSITION DESCRIPTION

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DAS/DAS101320

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Administrative Support	Information Technology Services	Franklin
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POSITION NUMBER 20005473

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Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20005470 Information Technology Supervisor 2

☒ Permanent ☐ Temporary ☐ Intermittent

☒ Classified ☐ Unclassified ☐ Essential

Overtime: ☒ Eligible ☐ Exempt

If FLSA Exempt, exemption type:

Bargaining Unit 14
PR 35
Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 am TO: 5:00 pm

JOB TITLE Business Process Analyst 2

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
		(30) developing & interpreting policy & strategies governing the planning & delivery of IT services. **Ability to**: (31) define problems, collect data, establish facts & draw valid conclusions; (32) prepare meaningful, accurate & concise reports; (33) stay abreast of current technologies in area of IT assigned; (34) apply new developments to previously unsolvable problems.
25	Performs validation of solutions by analyzing the end product and the requirements specifications. Performs as liaison between various stakeholders, managing stakeholder expectations and ensuring successful communications between project team members.	**Knowledge of**: 1 – 16 **Skill for**: 19 – 30 **Ability to**: 31 – 34
10	Develops skills necessary to provide, and assists with, managing risks and changes related to processes, projects and procedures. Assists in developing project task plans, leading meetings and other related tasks to gather and coordinate activities for requirements gathering. Develops skills and understanding of advanced business modeling, technology solutions, vendor solution evaluations, and recommendations to meet defined business requirements. Answers questions and presents mentorship opportunities to peers and/or lower-level staff via conversation, observation or technical documentation.	**Knowledge of**: 1 – 16 **Skill for**: 19 – 30 **Ability to**: 31 – 34
	Job duty, knowledge, skill, and ability statements at a lower-level are understood to be able to be performed at any higher level.	

JOB CODE 69962

APD 4-26-10 WD

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE 4-27-10