

POSITION DESCRIPTION	AGENCY/DEPT ID Department of Administrative Services DAS301000
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DIVISION OR INSTITUTION Human Resources	UNIT OR OFFICE Applications	COUNTY OF EMPLOYMENT Franklin
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This row is for Information Technology classifications ONLY	PRIMARY TECHNOLOGY (IT ONLY) COGNOS/EPM	SECONDARY TECHNOLOGY (IT ONLY) PS QUERY
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POSITION NUMBER 20005938	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree
	USUAL WORKING TITLE OF POSITION Business Process Analyst		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR See Table of Organization
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input type="checkbox"/> Essential	Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt

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

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
40	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; (17) Cognos/EPM; (18) PS Query; Skill for: (19) reading comprehension; (20) speaking, (21) service orientation; (22) assuring quality; (23) identifying & specifying business requirements; (24) operation analysis; (25) time management; (26) interviewing; (27) presenting; (28) facilitating; (29) troubleshooting; (30) critical thinking; (31) complex problem solving;

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE <i>Kevin W. Mulstead</i>	DATE 11/6/14
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JOB TITLE
 Business Process Analyst 2
 JOB CODE
 69962
Copy 11.16.14 AW C

*developed after employment

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USUAL WORKING TITLE OF POSITION Business Process Analyst	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR See Table of Organization
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<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input type="checkbox"/> Essential	Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt If FLSA Exempt, exemption type:	Bargaining Unit 14 Page 2 of 2
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NORMAL WORKING HOURS (Explain unusual or rotating shift):
 FROM: 8:00 am TO: 5:00 pm

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
		(32) developing & interpreting policy & strategies governing the planning and delivery of IT services. Ability to: (33) define problems; (34) collect data, establish facts & draw valid conclusions; (35) prepare meaningful, accurate & concise reports; (36) stay abreast of current technologies in area of IT assigned; (37) apply new developments to previously unsolvable problems
30	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 – 18 Skill for: 19 – 32 Ability to: 33 – 37
30	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 – 18 Skill for: 19 – 32 Ability to: 33 – 37
	Job duty, knowledge, skill, and ability statements at a lower-level are understood to be able to be performed at any higher level.	

POSITION NUMBER
20005938

JOB TITLE
Business Process Analyst 2

JOB CODE
69962
Approved 11.16.14 AC

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE <i>Kellie M. Mulstead</i>	DATE 11/6/14
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