

# POSITION DESCRIPTION

AGENCY/DEPT ID DAS  
DAS302230

DIVISION OR INSTITUTION  
Human Resources

UNIT OR OFFICE  
HCM Reporting & Security

COUNTY OF EMPLOYMENT  
Franklin

This row is for Information  
Technology classifications ONLY

PRIMARY TECHNOLOGY (IT ONLY)  
COGNOS/EPM

SECONDARY TECHNOLOGY (IT ONLY)  
PSQUERY

POSITION NUMBER  
20005938

Reclassification     New Position     Update

Position Hyperlinked to   
Agency Organizational Tree

USUAL WORKING TITLE OF POSITION  
Business Process Analyst

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
20005815 Business Transformation Program Mgr

Permanent  
 Temporary  
 Intermittent

Classified  
 Unclassified  
 Essential

Overtime:  Eligible     Exempt

Bargaining Unit

If FLSA Exempt, exemption type:

Page 1 of 2

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.	<p><b>Knowledge of:</b> (1) oral &amp; written communication tools &amp; techniques; (2) customer support &amp; personal service; (3) state &amp; agency policy, procedures &amp; applicable laws*; (4) vision, mission &amp; goals of agency*; (5) IT systems development lifecycle management concepts; (6) technical writing &amp; documentation practices; (7) quality assurance principles; (8) requirement analysis principle &amp; methods; (9) methods &amp; approaches for sharing information through the use of IT assets; (10) business process modeling methods &amp; techniques; (11) IT security principles &amp; methods; (12) technical tools available for consideration (13) IT principles, methods &amp; practices in the assigned specialty area; (14) performance monitoring principles &amp; methods; (15) interrelationships of multiple IT specialties; (16) business process &amp; operations of customer organizations</p> <p><b>Skill for:</b> (17) reading comprehension; (18) speaking, (19) service orientation; (20) assuring quality; (21) identifying &amp; specifying business requirements; (22) operation analysis; (23) time management; (24) interviewing; (25) presenting; (26) facilitating; (27) troubleshooting; (28) critical thinking; (29) complex problem solving;</p> <p>*developed after employment</p>

JOB TITLE  
Business Process Analyst 2

Appd 4/22/10 BMO

JOB CODE  
69962

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*[Handwritten Signature]*      4/22/10

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Reclassification     
  New Position     
  Update     
 Position Hyperlinked to  Agency Organizational Tree

USUAL WORKING TITLE OF POSITION: Business Process Analyst     
 POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: 20005815 Business Transformation Program Mgr.

Permanent     
  Classified     
 Overtime:  Eligible     
  Exempt     
 Bargaining Unit  
 Temporary     
  Unclassified  
 Intermittent     
  Essential     
 If FLSA Exempt, exemption type:     
 Page 2 of 2

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
		(30) developing & interpreting policy & strategies governing the planning and delivery of IT services. <b>Ability to:</b> (31) define problems; (32) collect data, establish facts & draw valid conclusions; (33) prepare meaningful, accurate & concise reports; (34) stay abreast of current technologies in area of IT assigned; (35) 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 – 16 Skill for: 19 – 30 Ability to: 31 – 35
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 – 16 Skill for: 19 – 30 Ability to: 31 - 35
	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  
  
 Appd 4/22/10 BMS  
  
 JOB CODE: 69962

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