

POSITION DESCRIPTION		AGENCY/DEPT ID DAS505340
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/Network	COUNTY OF EMPLOYMENT Franklin

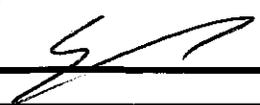
POSITION NUMBER 20006323	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree	
	USUAL WORKING TITLE OF POSITION		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 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 If FLSA Exempt, exemption type:	Bargaining Unit Page 1 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 7:00 am TO: 4:00 pm			

JOB DESCRIPTION AND WORKER CHARACTERISTICS		
%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
60	Assists in the identification of documents and analysis of business requirements for implementation of information technology solutions. Develops skills to facilitate requirements gathering sessions, the approach and break down of the business problem into units work. Creates information technology process flows and flowcharts. Assists with the validation of requirements necessary for the successful completion of the information technology projects	(1) oral and 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 and methods; (9) methods and approaches for sharing information through the use of IT assets; (10) telecommunications billing; (11) telecommunications network best practices; (12) telecommunications circuit design; (13) telephony; (14) budgeting; (15) domain name request process; (16) Service Usage Management System (SUMS) system; (17) the technology service request system (TSR). Skill for: (18) reading comprehension; (19) speaking, (20) service orientation; (21) assuring quality; (22) identifying & specifying business requirements; (23) operation analysis; (24) time management; *developed after employment

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 5-23-0
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JOB CODE TITLE
 Business Process Analyst 1
 JOB CODE
 69961
 App 5/21/13 *pen*

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POSITION NUMBER 20006323 JOB CODE TITLE Business Process Analyst 1 69961 add 5/21/13 <i>CPM</i>	<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		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 If FLSA Exempt, exemption type:	Bargaining Unit 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	
	40	Develops skills necessary to provide, and assists with, project planning and coordination of activities. Develops skills necessary to provide, and assists with, recommending possible solutions to identify business problems. Develops skills necessary to perform as liaison between various stakeholders, managing stakeholder expectations and ensuring successful communications between project team members. Receives orientation related to mentorship and applies as necessary (e.g., definition, purpose, strategies, and evaluation techniques).	Ability to: (25) deal with problems involving several variables in familiar contexts; (26) interpret a variety of instructions in written, oral, picture, or schedule form; (27) define problems, collect data, establish facts, and draw valid conclusions; (28) interpret an extensive variety of technical verbal instructions & technical material books, journals, manuals; (29) calculate fractions, decimals & percentages; (30) define problems, collect data, establish facts & draw valid conclusions; (31) prepare meaningful, accurate & concise reports; (32) stay abreast of current technologies in area of IT assigned. Knowledge of: 1 - 17 Skill For: 18 - 24 Ability to: 25 -32 Knowledge of: 1 - 17 Skill For: 18 - 24 Ability to: 25 -32 *developed after employment	
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				5-23-13