100-400U

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS505380

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Office of Information Technology	ISD/Network	Franklin

POSITION NUMBER 20006390

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006387 Information Technology Consultant 3

☒ Permanent ☐ Temporary ☐ Intermittent

☒ Classified ☐ Unclassified ☐ Essential

Overtime: ☒ Eligible ☐ Exempt

If FLSA Exempt, exemption type:

Bargaining Unit

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	Uses business process modeling and/or vendor solution evaluations to analyze potential for streamlining or reengineering business processes via implementation of information technology solutions; identifies risks and recommends changes related to processes, projects and procedures; makes recommendations for gains in efficiency or costs thru implementation of information technology solutions. Develops project plan with project manager or recommends approach through defining tasks, leading meetings and other tasks to gather and coordinate activities for requirements gathering.	**Knowledge of:**(1) oral and written communication tools and techniques; (2) customer support and personal service; (3) state and agency policy, procedures and applicable laws*; (4) vision, mission and goals of agency*; (5) IT systems development lifecycle management concepts; (6) contract writing and documentation practices: (7) quality assurance principles; (8)contracts requirement analysis principle and methods; (9) business process modeling methods and techniques; (10) IT security principles and methods; (11) technical tools available for consideration: (12) multi-protocol label switching (MPLS); (13) transmission control protocol/Internet protocol (TCP/IP) Optimization; (14) local area network/wide area network (LAN/WAN) (15) IT principles, methods and practices as they relate to contracts; (16) contract performance monitoring principles and methods; (17) interrelationships of multiple IT specialties; (18) business process and operations of customer organizations; (19) IT metrics methods and concepts; (20) cost-benefit analysis methods; (21) project management principles and methods; (22) network services, technologies & market developments; (23) electronic data processing systems (computer industry, computer standards, computer communications technology & protocols; (24) state procurement law*. *developed after employment

JOB CODE TITLE Business Process Analyst 3

JOB CODE 69963

11/28/11

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE 11/22/11

100-400U

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS505380

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Office of Information Technology	ISD/Network	Franklin

POSITION NUMBER
20006390

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006387 Information Technology Consultant 3

☒ Permanent ☐ Temporary ☐ Intermittent	☒ Classified ☐ Unclassified ☐ Essential	Overtime: ☒ Eligible ☐ 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 CODE TITLE
Business Process Analyst 3

JOB CODE
69963

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
		Skill in: (25) reading comprehension; (26) speaking, (27) service orientation; (28) assuring quality; (29) identifying & specifying business requirements; (30) operation analysis; (31) time management; (32) interviewing; (33) presenting; (34) facilitating; (35) troubleshooting; (36) critical thinking; (37) complex problem solving; (38) developing & interpreting policy &strategies governing the planning and delivery of IT services; (39) judgment & decision making; (40) coordinating. **Ability to**: (41) define problems, collect data, establish facts & draw valid conclusions; (42) prepare meaningful, accurate & concise reports; (43) stay abreast of current technologies in area of IT assigned; (44) apply new developments to previously unsolvable problems.
30	Gathers and analyzes information from stakeholders, business owners, customers and management. Performs as liaison between various stakeholders, managing stakeholder expectations and ensuring successful communications between project team members.	**Knowledge of**: 1 – 24 **Skill for**: 25 – 40 **Ability to**: 41 – 44
30	Performs validation of solutions by analyzing the end product and specification requirements. Plans and conducts formal mentorship activities for peers and/or lower-level staff via verbal instruction or technical documentation.	**Knowledge of**: 1 – 24 **Skill for**: 25 – 40 **Ability to**: 41 – 44
	Must submit to & pass personal background check	*developed after employment

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
		11/12/10

apd 11/29/11