

POSITION DESCRIPTION

AGENCY/DEPT ID DAS505360

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD/Network

COUNTY OF EMPLOYMENT
Franklin

This row is for Information Technology classifications ONLY

PRIMARY TECHNOLOGY (IT ONLY)

SECONDARY TECHNOLOGY (IT ONLY)

POSITION NUMBER
20006424

Reclassification

New Position

Update

Position Hyperlinked to
Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006384 Data Systems Administrator

Permanent
 Temporary
 Intermittent

Classified
 Unclassified
 Essential

Overtime: Eligible Exempt
If FLSA Exempt, exemption type:

Bargaining Unit
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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
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>Knowledge of: (1) Enterprise Network Management; (2) customer support & personal service; (3) state & agency policy, procedures & applicable laws*; (4) QOS Multi-service networking ; (5) IT systems development lifecycle management concepts; (6) quality assurance principles; (7) requirement analysis principle & methods; (8) Router/Switch; WAN; Security Monitoring; (9) business process modeling methods & techniques; (10) IT security principles & methods; (11) technical tools available for consideration (12) IT principles, methods & practices in the assigned specialty area; (13) interrelationships of multiple IT specialties; (14) business process & operations of customer organizations.</p> <p>Skill for: (15) reading comprehension; (16) speaking, (17) service orientation; (18) assuring quality; (19) identifying & specifying business requirements; (20) operation analysis; (21) time management; (22) interviewing; (23) presenting; (24) facilitating; (25) troubleshooting; (26) critical thinking; (27) complex problem solving;</p> <p>*developed after employment</p>

JOB TITLE
Business Process Analyst 2

JOB CODE
69962
Apd 9/14/10 RSM

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



9/16/10

