

<b>Job Title</b>	IT Business Analyst II
<b>Job Code</b>	
<b>Exempt Status</b>	
<b>Position Status</b>	
<b>EEO Classification</b>	

### **Job Summary**

The IT Business Analyst II, under general supervision, performs complex and specialized business analysis support functions, such as troubleshooting, research, de-bugging, and problem solving.

### **Essential Duties and Responsibilities**

- Liaises with client department and IT staff. Serves as a point of contact for complex questions or requests.
- Collects, analyzes, reviews, documents, and defines system scope based on business needs and requirements.
- Assesses client needs through direct interaction, mapping current and future business processes, and looking for opportunities to develop and improve the business through the effective use of technology. Creates detailed functional and technical system specifications. Designs data reporting and business intelligence systems to meet client needs.
- Develops training for end-users.
- Documents current business process and prepares business and technical requirements for new or existing individual applications or module functions.
- Documents business requirements and creates detailed functional and technical system specifications. Documents test statistics, metrics, and results.
- Participates in the planning and testing of system configuration and maintenance. Implements complex patch and upgrade testing.
- Implements complex testing of reports and scripts.

This document represents the major duties, responsibilities, and authorities of this job, and is not intended to be a complete list of all tasks and functions. Other duties may be assigned.

### **Additional Responsibilities**

### **Minimum Requirements**

*Education* – Bachelor’s degree in applicable field or equivalent combination of education and experience.

*Experience* – Three years of related experience in business analysis.

*Knowledge of* – Knowledge of word processing and spreadsheet applications. Knowledge of advanced process analysis, troubleshooting, problem solving, client relations, requirement assessment and analysis, project management methodology, context and interrelationships, and proficiency in Information Technology Interface Library (ITIL).

*Ability to* – Ability to multitask and work cooperatively with others. Excellent written communication, analytical, interpersonal, and organizational skills.

*Licensing / Professional Certification* – None.

*Physical Requirements* – None.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Supervision of Others**

This position may supervise employees.

### **Other Requirements**