

Job Title	IT Business Analyst I
Job Code	
Exempt Status	
Position Status	
EEO Classification	

Job Summary

The IT Business Analyst I, under general supervision, performs routine business analysis support functions.

Essential Duties and Responsibilities

- Serves as point of contact for customers and IT staff with routing questions or requests.
- Helps collect, analyze, review, document, and communicate business needs and requirements. Assesses client needs through direct interaction. Helps create detailed functional and technical system specifications and defines data requirements.
- Conducts training for end-users.
- Helps document current business processes and prepares business and technical requirements for new or existing individual applications or module functions.
- Implements and assists with testing of system configuration and maintenance plans. Implements testing of reports and scripts.
- Writes and submits work requests. Applies routine corrections to data records. Helps implement system security procedures.
- Works with clients and technical groups to resolve production and application issues. Evaluates and follows through on issues and problems until resolved or escalated. Helps implement change management plans.

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 – Two years of related experience.

Knowledge of – Knowledge of word processing and spreadsheet applications. Knowledge of process analysis, intermediate troubleshooting, and client relations. Knowledge of Information Technology Interface Library (ITIL).

Ability to – Ability to multitask and work cooperatively with others.

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 generally does not supervise employees.

Other Requirements