

Business Systems Analyst

Issued 1/1/04

Business Systems Analyst I	PN343	Salary Sch: IP, SG 11	EEO Code: 50	FLSA: non-exempt
Business Systems Analyst II	PN323	Salary Sch: IP, SG 12	EEO Code: 50	FLSA: non-exempt
Business Systems Analyst – Senior	PN324	Salary Sch: IP, SG 13	EEO Code: 50	FLSA: non-exempt
Business Systems Analyst – Lead	PN325	Salary Sch: IP, SG 14	EEO Code: 50	FLSA: non-exempt
Union: P&A Union, Local 1979, UAW				

Basic Purpose:

Positions in the Business Systems Analyst job family are responsible for identifying, defining, and developing solutions to business problems. While the emphasis is on IT solutions, incumbents may need to consider changes in manual processes to determine the optimal solutions. Incumbents serve as a translator between customers and technical staff to ensure that the resulting solutions meet customer needs and optimize the use of technology. They are characterized by their sound understanding of the work performed and information needs in the customer’s area, coupled with a broad understanding of potential solutions. The focus of work is on the resolution of business problems in the most efficient and cost-effective way.

Essential Functions:

The functions within the job family will vary by level and specific assignment but will include the following:

- Work with customers to define the business problem and desired outcomes;
- Research and analyze the problem by evaluating the work flow, interviewing employees, or investigating practices in other units or industry;
- Develop recommendations on alternative approaches, determining the cost impact and long-term viability of solutions;
- Evaluate systems requirements and conduct feasibility studies to determine hardware/software requirements, development costs, information flow, and the like;
- Prepare detailed project plans outlining the steps and timetables for completion, monitor project progress, and submit status reports;
- Design structured test scripts, review unit and systems test results, and make adjustments where necessary;
- Develop project documentation including detailed functional specifications for technical development staff, operational documents, and the like; and
- Work with the customer to implement the system, providing technical guidance and training on procedures to ensure a smooth transition.

Comments (Level Descriptions):

The Business Systems Analyst job family has four levels:

Business Systems Analyst I

This is the *proficiency* level where incumbents work independently on small research and analysis projects where the business issue has already been defined. They analyze the situation and research potential solutions for recommendation to more senior analysts and the customer. Once an approach has been selected, they monitor its progress and prepare basic documentation for customers and applications development staff. While at this level, incumbents are increasing their breadth of understanding of the customer's business process and the various methods that may be used to analyze the process and develop optimal solutions in preparation for qualification at the next level of the family.

Business Systems Analyst II

This is the *career* level where incumbents work independently on multi-phased projects or as team members on large and complex projects involving integration of multiple systems. They use their sound understanding of the business practices of the area involved and are able to identify a range of potential solutions. As project leaders, they are responsible for providing project direction to customer and technical staff including developing project plans and timelines, preparing status reports, and identifying problem areas. Incumbents at this level work with a high degree of independence and are viewed as a valued resource within the customer organization.

Business Systems Analyst - Senior

This is the *specialist* level where incumbents work on complex applications projects which frequently cross business and technical disciplines; or provide technical leadership and direction for several projects which may be interrelated. They may also act as a Subject Matter Expert in a key area supported, design methodology, or complex application. Incumbents at this level play a key leadership role in development teams, providing technical guidance and direction to other team members and integrating potential solutions across functional areas and/or departments at the University. They may also provide work direction for a small group of technical staff which may include outside contractors and/or students.

Business Systems Analyst - Lead

This is the *leadership* level where incumbents are responsible for major projects which frequently involve senior management in the area supported and require integration of solutions across functional and/or department lines at the University. They provide formalized, continuing work direction and technical leadership to project teams of development staff and customers at all steps in the project including scheduling, assigning, and reviewing project work. Individuals at this level are recognized creative problem-solvers at the University. Their work is characterized by its practicality and simplicity and they are able to work through the most complex business, political, or historical practices to determine the best approach for a given problem.

Minimum Qualifications:

- Broad understanding of information technologies and of their use and applications;
- Strong knowledge of business practices and theories including a sound understanding of the functional area supported;
- Skill in working with customers at all levels to define problems, identify solutions, and facilitate change;
- Skill in the use of systems analysis methodologies and tools including analyzing complex problems and breaking them down into logical parts;

- Skill in oral and written communication including the ability to effectively lead group sessions and translate technical issues into business terminology; and
- Ability to communicate effectively and appropriately on a business, semi-technical, or highly technical level as required.
- Sound knowledge of business practices typically acquired through formal education and one to two years of direct experience in a business discipline;
- Basic understanding of information technology tools and technologies typically gained through either formal education or experience working with information systems; and
- Demonstrated ability to work effectively with customers and technical staff in a liaison role.