

BUSINESS ANALYST - BOCES

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for the development of information systems through review, assessment, and development of business processes with a focus on the effective use of resources, both people and technology. This includes assessing technology needs and determining where improvements can be made to meet changing business requirements. The incumbent acts as a liaison combining business-planning expertise to analyze and translate a user, department or any other entities business requirements into system deliverables and/or business process changes utilizing available technology where appropriate as well as helping to develop new systems when necessary. Incumbents act as a change agent to help facilitate effective deployments/modifications to current practices, as well as help plan Information Technology strategies to anticipate future needs. Work is performed under the general supervision of management. Does related work as required.

TYPICAL WORK ACTIVITIES:

Identifies modifications and improvements to enhance system efficiencies and performance of existing system features;
Maintains system protocols by writing and updating procedures;
Assists users in understanding their business processes as they relate to current systems;
Determines operational objectives by studying business functions, gathering information, evaluating requests and proposing recommended solutions;
Formulates ideas for the proposed system inclusive of organizational factors, financial considerations, viability of the system to meet the needs of the agency and the impact of new or modified system on the organization;
Supports system users by interpreting technical information;
Monitors project progress by tracking activities, attending project meetings, managing change and ensuring systems are fully documented prior to project close;
Tests and validates system changes to ensure conformance to business requirements and recommends enhancements;
Analyzes existing system logic difficulties and determines information technology solutions;
Visits user job sites to analyze and offer proposed solution in a production environment;

BUSINESS ANALYST-BOCES

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Confers with departmental, agency or jurisdiction staff to determine current operations and to define the information processing needs, goals and problems;
Ensures that documentation is kept up-to-date by periodic review.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of business operations, organization structure, work flow analysis;
Thorough knowledge of currently supported systems;
Good knowledge of the principles and practices of system analysis and system design;
Working knowledge of documentation procedures, testing criteria and security considerations;
Ability to convey information in a professional manner;
Ability to communicate effectively with both users and technical personnel;
Ability to communicate effectively both orally and in writing;
Ability to analyze qualitative and quantitative data;
Ability to gather data through observation, interview and research;
Ability to plan and direct the work of others;
Ability to problem solve by analyzing the entire picture, problem and the solution;
Ability to organize and prioritize projects;
Strong attention to detail;
Cooperative;
Initiative;
Good judgment;
Resourcefulness;
Dependability.

MINIMUM QUALIFICATIONS:

A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree or higher and three (3) years of experience which shall have included project management involving analysis, design, evaluation and implementation of computer-based information systems or applications; OR

BUSINESS ANALYST-BOCES

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B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree and five (5) years of experience which shall have included project management involving analysis, design, evaluation and implementation of computer-based information systems or applications; OR

C) Graduation from high school or possession of a high school equivalency diploma and seven (7) years of experience which shall have included project management involving analysis, design, evaluation and implementation of computer-based information systems or applications.

D) An equivalent combination of training and experience as defined by the limits of A), B) and C) above.

SUBSTITUTIONS:

1) One year of experience stated above may be substituted for a current Broome-Tioga BOCES employee with successful completion of thirty (30) hours of recent (within the last twelve months) approved subject matter related SCRIC Academy coursework.

2) An additional year of experience stated above may be substituted for ongoing development opportunities to assist with applying the SCRIC Academy coursework.

SPECIAL REQUIREMENT: Depending on the job location and/or department, possession of a valid driver's license to operate a motor vehicle in the State of New York may be required at time of appointment.

SPECIAL REQUIREMENT: Per regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment for the State of Education Department is required.

SPECIAL NOTE: Because of the radical evolution of technology in this field, qualifying experience must have been gained within the last five years.