DESCRIPTION: Under limited supervision, supervises three or more Information Technology (IT) Business Systems Analyst and/or IT Business Systems Analyst Coordinator positions on a regular and recurring basis. Performs business process analysis and design and provides systems support for automated business applications by serving as a liaison between the business end users and applications developers; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the highest level in the IT Business Systems Analyst class series. To be classified to this class, positions must supervise three or more IT Business Systems Analyst professional positions and work in the capacity of a full-fledged supervisor.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed nor do the listed examples include all the duties that may be assigned.)

Supervisory:
- Responsible for employee recruitment/selection, performance evaluation, discipline, grievance investigation/resolution, training, termination.
- Responsible to maintain appropriate staffing levels, properly trained and possess the right combination of skills.

Leadership:
- Coordinates work efforts, makes assignments, prepares project/work plans, monitors work progress, prepares project progress reports.
- Leads a team/group in building and maintaining data test files.
- Leads a team/group in accomplishing required testing functions.

Business Process Analysis:
- Confer with clients to determine the business needs and requirements.
- Consult with management to ensure agreement on system principles.
- Analyzes business processes.
- Document existing business processes and proposed modified business processes.
- Documents appropriate business rules, policies and standards.
- Communicates with applications developers the business requirements and to develop business process solutions.

Automated Systems Support:
- Provides technical instruction/assistance on how to use automated applications.
- Investigates reported system malfunctions and document findings (solve user errors).
- Communicates with appropriate staff on identified malfunctions.
- Provides training to end users.

Application Development:
- Strategizes with end users and application developers to find software application solutions to business needs.
- Acts as Developers' primary point of contact to answer (or follow-up on) workflow and design related questions and issues.
- Analyzes business system operation/function solutions for feasibility.
- Documents business system operation/functions and proposed changes/modifications.
- Develops system specification.
- Participates in system analysis and design.
- Builds data test files.
- Performs system testing.

Administrative:
- Responsible for creation and maintenance of business training and support material.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: supervisory techniques; system analysis and design; computers and electronics, basic math; statistics; needs assessment techniques; information requirements analysis; specification development and writing; prototype evaluation; network application interfaces; principles and processes involved in business and organizational planning, coordination and execution; design techniques, principles, tools and instruments; instructional methods and training techniques.

Skill in: facilitation to solve problems; conveying users perspective to technical people in technical language and technical perspective to users in non-technical language; analyzing needs and product requirements to create a design; using mathematics to solve problems; using scientific methods to solve problems; finding ways to structure or classify multiple pieces of information; troubleshooting; information gathering; working with new material or information to grasp its implications; using logic and analysis to identify the strengths and weaknesses of different approaches; identifying the nature of problems; conducting tests to determine whether equipment, software, or procedures are operating as expected; reading comprehension; active listening; generating or adapting equipment and technology to serve user needs; judgment/decision making; implementation planning; solutions appraisal; reorganizing information to get a better approach to problems or tasks; determining when important changes have occurred in a system or are likely to occur; determining long-term outcomes of a change in operations.

Ability to: supervise others (includes hiring, evaluating performance, counseling, disciplining, investigating, and training staff); prepare reports; give presentations, comprehend information presented orally and in writing; communicate information to others, orally and in writing; recognize and identify problems; combine separate pieces of information, or specific answers to problems, to form general rules or conclusions; apply general rules to specific problems to come up with logical answers; correctly follow a given rule or set of rules in order to arrange things or actions in a certain order; combine and organize different pieces of information into a meaningful pattern; identify or detect a known pattern (figure, object or word) that is hidden in other distracting material; interact with computers; provide consultation and advice to others; think creatively, analyze data or information; obtain information needed to do the job; think logically (combine, evaluate, and reason with information and data to make decisions and solve problems); monitor and review information from materials, events, or the environment to detect problems or find out when things are finished (project management); evaluate information against a set of standards and verify that it is correct; implement ideas and programs; document/record information; instruct others;

organize, plan, and prioritize work; develop objectives and strategies; formulate and design software systems; develop testing procedures; lead a team of information technology professionals; coordinate work efforts; make assignments; prepare project/work plans; monitor work progress; prepare project progress reports.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Experience in leading or supervising employees engaged in the analysis of business processes and system requirements, and the creation of business process solutions for large-scale business system applications.

<div align="center">OR</div>

Experience in coordinating business process projects through the facilitation of others for large-scale business system applications.

SPECIAL NOTE:

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).