

BUSINESS SYSTEMS ANALYST

General Definition of Work:

Performs difficult professional work involving the support and configuration of enterprise software application. Work is performed under the regular supervision of an IT Supervisor.

Essential Functions/Typical Tasks:

Eliciting business requirements using interviews, document analysis, requirements workshops, surveys, observations, use cases, scenarios, business analysis, task and workflow analysis; developing application configuration skills to expert level to successfully support and expand the use of enterprise software applications; critically evaluating information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs; working with program users.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- Proactively communicates and collaborates with customers to analyze information needs and functional requirements.
- Develops specific artifacts including requirements definitions, business process workflows, end-user guides, use cases and other supporting documentation.
- Successfully engages in multiple initiatives simultaneously.
- Analyzing complex business problems and assessing how automated systems can be implemented to solve them.
- Formulating and defining the objectives and scope of business systems.
- Making recommendations on hardware and software procurement to support business goals.
- Analyzes, defines and documents requirements for data, workflow, logical processes, hardware and operating system environment, interfaces with other systems, internal and external checks and controls and outputs.
- Analyzes and estimates feasibility, costs, time and compatibility with hardware and other programs.
- Researches and evaluates software and hardware to assist in programming or to use as program platforms.
- Trains end users or technical support staff to use programs.
- Monitors performance of programs after implementation.
- Performs related tasks as required.

Knowledge, Skills and Abilities:

Thorough knowledge of the principles and practices of project management, including a thorough understanding of how to interpret customer business needs and translate them into application and operational requirements; thorough knowledge of enterprise software application configuration and support focusing on enterprise resource planning (ERP) or customer relationship management (CRM); thorough knowledge of the operation, uses and capabilities of the installed computer systems and related equipment; knowledge of and the ability to apply the Business Analysis Body of Knowledge (BABOK) six knowledge areas; knowledge of business and management principles involved in strategic planning, production methods, and coordination of people and resources; strong analytical, verbal communication, and written communication skills are required; ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems; ability to give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times; ability to interact professionally with a diverse group, executives, managers, and subject matter experts; ability to establish and maintain effective working relationships with associates and user personnel; ability to follow complex oral and written instructions; ability to prepare technical reports and manuals.

Education and Experience:

Requires graduation from an appropriately accredited college or university with major course work in computer science, engineering, business or related field and considerable experience in supporting and configuring enterprise software applications. An equivalent combination of education and experience may be considered. MUNIS and ACCELA software experience preferred. A Certified Business Analysis Professional is preferred.

Physical Requirements:

This is light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects; work requires fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

Special Requirements:

May require possession of an appropriate driver's license valid in the state of North Carolina.