

**IT BUSINESS ANALYST MANAGER**  
(Administrative Manager I)

**DEFINITION**

Manages and/or performs advanced professional duties pertaining to the identification of client business needs and the development of technology solutions to resolve complex business problems; manages multiple projects with responsibility for meeting identified requirements and assigning, directing and monitoring the work of subordinate professional staff; meets with clients to elicit and document business, organizational and/or operational requirements and to identify system changes that are needed in order to respond to regulatory requirements, resolve application problems, and/or to improve business efficiency and effectiveness; serves in a facilitator and liaison capacity to combine business expertise in one or more program and/or functional areas with information technology to analyze and translate departmental business requirements into system deployments; and performs other related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

This is the advanced journey-level class in the IT Business Analyst series. Incumbents work under general direction, working from broad policies and towards general objectives and referring specific matters to a superior only when interpretation or clarification of organizational policies is necessary. This class is distinguished from the class of Senior IT Business Analyst because this is the fully certified level and incumbents in this class may perform management and/or advanced professional duties that include coordinating, administering or managing multiple projects that are larger in size and scope, requiring the support of multiple staff and/or significant resource management.

**EXAMPLES OF DUTIES**

- Manages professional information technology staff within an assigned work unit; schedules and assigns work; distributes resources; provides direction and guidance regarding processes and procedures; monitors staff work and work products to help meet unit goals and objectives; may provide input to or write employee performance reviews.
- May manage complex business analysis projects that are large in size and broad in scope, requiring the support of multiple diverse staff; develops and monitors project budgets and resources; monitors and manages vendor performance to ensure compliance with County standards and specifications; interfaces with clients to define project scope and review project activities, recommendations and outcomes; manages the use of project resources based on project specifications; designs and directs project testing and quality assurance processes.
- Consults with functional unit management and personnel to identify, analyze, define and document complex business system changes needed in order to respond to regulatory requirements, resolve application problems, and/or improve the efficiency and effectiveness of business processes; identifies current operational procedures and problems; defines input and output requirements and levels of systems access; captures information using interviews, questionnaires, observation, document review and/or other methods.
- Coordinates and facilitates meetings with users, information technology staff, management, consultants, and/or others as needed to review, discuss, validate and prioritize requested

system changes; provides input and recommendations regarding current and proposed business practices and the options for translating such practices into effective system deployments.

- Performs complex gap/fit analyses and application assessments to identify potential system development and/or modification needs; reviews hierarchical logic charts, software requirements/specifications and procedure manuals to identify application linkages and relationships and determine the broad impact of proposed changes; prepares business rules and specifications. Defines as-is and to-be process and/or system workflows.
- Reviews and analyzes legislation, regulations, policies procedures, data audits, reports/logs, and/or other documents to define business process and/or application problems; analyzes computer and/or data error information.
- Develops and proposes system solutions; reviews proposals with stakeholders and seeks/obtains approval for implementation; communicates proposals to technology staff through programming service requests that provide detailed technical information regarding the specific application changes that are needed.
- Performs and/or coordinates system testing process in a non-production environment; designs and performs comprehensive application test cases and scenarios to determine the impact and quality of program modifications; ensures that test cases and scenarios address the impact of the changes on all linked applications, pages and fields; documents test results.
- May develop and provide training to system users regarding new or modified business systems.
- Prepares reports, correspondence and other documents; participates on committees and task forces; attends meetings, conferences and training sessions.
- Performs other related duties as assigned.

## **MINIMUM QUALIFICATIONS**

### Knowledge of:

- Principles of management, including how to train and motivate staff.
- Project management principles and techniques including project budgeting, quality assessment and control and resource management.
- Advanced methods of eliciting, analyzing and documenting business requirements and processes.
- The business system development lifecycle and related methodologies.
- Advanced principles and practices of business application development.
- Business application troubleshooting.
- Advanced techniques for identifying and defining logical relationships among data, processes or events.
- Advanced interviewing techniques.
- Business case analysis and process modeling.
- Quality management and testing
- Technical writing: audience analysis, document design, understanding institutional structures, standards and styles.
- Develop and use case diagrams, sequence diagrams, class diagrams, collaboration diagrams, state chart diagrams, activity diagrams and implementation diagrams.
- Unified Modeling Language (UML) and it's use to specify, visualize, construct, and document the artifacts of software systems and business models
- Fundamental computer concepts, networks and communications, operating systems, relational databases, the Internet and World Wide Web, software programming concepts, IT based

supply chain management, enterprise resource planning, customer relationship management and evaluating commercially available software solutions.

- Principles and practices of customer service.
- Methods and techniques of developing and presenting technical documentation and training materials.

#### Ability to:

- Manage and motivate staff effectively.
- Assign, direct, and lead the work of others.
- Coordinate and administer complex information technology projects; plan and schedule the work of assigned project team members to accomplish project goals.
- Work with users/customers to define, analyze and document system and user requirements and translate them into functional system design specifications that can be successfully executed by Information Technology teams.
- Identify opportunities for business process and system improvements.
- Develop innovative and effective solutions for complex issues.
- Define and validate the business functional requirements in the initial project management phase in order to reduce change and rework during development and implementation.
- Explore ways to reduce product and process life cycles by identifying and removing process redundancies, identifying opportunities for automation, taking advantage of economies of scale, and other means.
- Increase business process efficiency and use IT solutions to lead to substantial cost savings.
- Evaluate costs and determine benefits associated with the development of an IT solution.
- Work well independently and within a team.
- Exceptional planning and organizational skills
- Make sound business decisions based on limited, complex or contradicting information.
- Present to, and discuss information with, a wide variety of audiences.
- Develop and make well-organized and effective oral presentations.
- Test and troubleshoot routine application problems/changes and recommend/implement solutions.
- Respond appropriately to customer service requests.
- Plan, organize, prioritize and process work to ensure that deadlines are met.
- Use analysis, synthesis, and positive inquiry to approach individual and organizational problems, develop and evaluate objectives, and assess likely consequences.
- Employ Business Process Improvement (BPI) structured methodology (incremental process improvements and soft skills necessary to effectively implement and institutionalize change).
- Perform gap analysis activities.
- Primary and key liaison between business and information technology functions within the organization.
- Support user acceptance and business process testing.
- Resolve problems and issues that may arise.
- Communicate effectively both in orally and in writing for technical and non-technical audiences.
- Establish and maintain effective working relationships with those encountered during the course of the work.

#### Education/Experience:

Two years of experience directly related to the competencies and attributes noted above. A bachelors degree in a related area of study may substitute for the required experience.

College level education or training directly related to the competencies and attributes required of the position may be substituted for up to one year of required experience at the rate of three semester

units or the equivalent, equaling one month of experience and one hour of training equaling one hour of experience.

College level education or training beyond a bachelor degree, which is directly related to the competencies and attributes required of a position, may be substituted for up to an additional year of required experience at the rate noted above.

Special Requirements: Depending upon assignment, demonstrated professional level experience and/or certification pertaining related to the duties of the position may be required.

## **PREFERRED EXPERIENCE/EDUCATION**

Experience: Three (3) years performing professional business systems analysis in support of information technology projects at a level comparable to the County of Orange classification of Senior IT Business Analyst or seven (7) years of information technology business analysis related experience that provides the knowledge and abilities identified above.

Education: Possession of a bachelor's degree from an accredited college or university with major coursework in computer science, information systems or a closely related field that has provided the candidate with a sound conceptual understanding of information technology concepts.

License/Certification: Possession of a Certified Business Analyst Professional credential from the International Institute of Business Analysis is highly desirable.

## **PHYSICAL REQUIREMENTS**

All Positions:

Possess vision sufficient to read standard text and a computer monitor; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write; use a County approved means of transportation.

Some Positions:

May be required to possess one or more of the following: the ability to climb, bend, stoop, twist and reach overhead in rugged conditions to review/evaluate work; manual dexterity and bodily movement sufficient to operate various types of equipment in extreme conditions; lift up to fifty pounds.

## **MENTAL REQUIREMENTS**

All Positions:

Possess the ability to independently reason logically to analyze data, reach conclusions and make

recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Some Positions:

May be required to possess the ability to handle emotional client situations effectively.

## **ADDITIONAL REQUIREMENTS**

Additional physical/mental requirements or frequencies may be required, depending upon assignment. Depending upon assignment, some positions in this class may require possession of a valid California driver's license, Class C or higher.

## **ENVIRONMENTAL CONDITIONS**

Work is typically performed in an indoor office environment, but occasionally requires travel to other locations. Work environments may include high levels of noise, dust and/or unpleasant odors. Occasional early morning, evening, holiday and/or weekend work may be required.