

**Job Class:** Business Analyst  
**Job Title:** Business Analyst  
**Department:** Product Development  
**Direct Report:** No  
**Supervisor's Title:** Professional Services Team Lead  
**Job Summary:** Interface with clients to develop planning and process documentation associated with software implementation strategy.

**Essential Duties:**

- Use case documentation.
- Process documentation.
- Strong facilitation skills, working with small to large groups.
- Ability to serve as an intermediary between technical developers and end users.
- Formal requirements gathering and documentation.
- Data mapping and process modeling.
- Functional Gap Analysis.
- Test cases from business requirements.
- Superior problem solving.
- Issues management experience.
- Ability to work with people at all levels of an organization.
- Excellent communication skills.
- Strong skills in Information Technology and/or Government projects.
- Experience in software development and implementation.
- Experience with project management lifecycle.

**Qualifications / Competencies** The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Responsibilities include extensive and direct interaction with clients so excellent professional service skills are required. Other duties include reviewing and discerning: business processes; report specifications and requirements; report format frequency, distribution and purpose; and impact to operations.

- Analytical - Collects and researches data. Performs functional gap analyses.
- Business Acumen - Demonstrates knowledge of market and competition; Aligns work with strategic goals.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Able to read and interpret written information.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently. Demonstrates attention to detail.
- Quality - Demonstrates accuracy and thoroughness.
- Judgment - Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

**Education and/or Experience:** Bachelor's Degree or equivalent from four-year college; or 3-5 years related experience and/or training; or equivalent combination of education and experience.