

STATE OF OHIO (DAS)
CLASSIFICATION
SPECIFICATION

<u>CLASSIFICATION SERIES</u> BUSINESS PROCESS ANALYSIS	<u>SERIES NUMBER</u> 6996
<u>MAJOR AGENCIES</u> ALL AGENCIES	<u>EFFECTIVE</u> 6-7-2009

SERIES PURPOSE

The purpose of the Business Process Analysis classification is to support customers thru streamlining or reengineering processes, perform analysis of business processes inside of organization units and improve how it conducts its functions and activities in order to reduce overall costs and provide efficiencies through implementation of information technology solutions.

Job duty, knowledge, skill, and ability statements at a lower-level are understood to be able to be performed at any higher level.

CLASS TITLE

Business Process Analyst 1

CLASS NUMBER

69961

PAY RANGE

33

EFFECTIVE

6-7-2009

CLASS CONCEPT

The first level class possesses working knowledge of business process analysis methods and under immediate supervision receives instruction/training in user & technical documentation, project and resource planning in order to synthesize organizational and project information, facilitate stakeholder and participant communications and relationships, and accomplish project planning activities for implementation of information technology solutions.

CLASS TITLE

Business Process Analyst 2

CLASS NUMBER

69962

PAY RANGE

35

EFFECTIVE

6-7-2009

CLASS CONCEPT

The second level class possesses considerable knowledge of business process analysis methods and techniques and receives general supervision in order to create and coordinate technical documentation preparation and distribution for processes, projects and procedures, works with business users and technical staff to develop strategies and lead the modification or creation of new systems for implementation of information technology solutions.

CLASS TITLE

Business Process Analyst 3

CLASS NUMBER

69963

PAY RANGE

36

EFFECTIVE

6-7-2009

CLASS CONCEPT

The advanced level class requires a thorough knowledge of business process analysis and systems development lifecycles and receives general direction in order to lead analysts and analyze business operations to determine areas to implement solutions through the use of information technology and reduce overall costs and/or provide efficiencies.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Business Process Analyst 1	69961	14	6-7-2009	33

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

1. Assists in the identification of documents and analysis of business requirements for implementation of information technology solutions.
2. Develops skills to facilitate requirements gathering sessions, the approach and break down of the business problem into units work.
3. Creates information technology process flows and flowcharts.
4. Assists with the validation of requirements necessary for the successful completion of the information technology projects.
5. Develops skills necessary to provide, and assists with, project planning and coordination of activities.
6. Develops skills necessary to provide, and assists with, recommending possible solutions to identify business problems.
7. Develops skills necessary to perform as liaison between various stakeholders, managing stakeholder expectations and ensuring successful communications between project team members.
8. Receives orientation related to mentorship and applies as necessary (e.g., definition, purpose, strategies, and evaluation techniques).

MAJOR WORKER CHARACTERISTICS

Knowledge of: oral and written communication tools and techniques, customer support and personal service, state and agency policy, procedures and applicable laws*, vision, mission and goals of agency*, IT systems development lifecycle management concepts, technical writing and documentation practices, quality assurance principles, requirement analysis principle and methods, methods and approaches for sharing information through the use of IT assets.

Skill for: reading comprehension, speaking, service orientation, assuring quality, identifying and specifying business requirements, operation analysis, time management, interviewing, presenting, and facilitating.

Ability to: define problems, collect data, establish facts and draw valid conclusions, prepare meaningful, accurate and concise reports, and stay abreast of current technologies in area of IT assigned.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

Education Core undergraduate program in Computer Science, Information Systems or Business Administration or equivalent work experience.

AND

Experience Minimum 3 years combined relevant technical and business work experience as specified by the agency position description and vacancy/job posting.

Note: the official position description on file with the designated agency is to reflect, in the minimum acceptable characteristics, the required technical experience. Only those applicants possessing the required technical experience listed in the position description are to be considered for any vacancies posted. The vacancy/job posting should also only list the required technical experience commensurate with the position in question.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

UNUSUAL WORKING CONDITIONS

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Business Process Analyst 2	69962	14	6-7-2009	35

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

1. Gathers and analyzes information from stakeholders, business owners, customers and management for implementation of information technology solutions.
2. Identifies documents and analyzes business requirements.
3. Creates Information Technology process flows and flowcharts.
4. Analyzes, reviews, and recommends possible solutions to identified business problems thru the implementation of technical solutions.
5. Performs validation of solutions by analyzing the end product and the requirements specifications.
6. Performs as liaison between various stakeholders, managing stakeholder expectations and ensuring successful communications between project team members.
7. Develops skills necessary to provide, and assists with, managing risks and changes related to processes, projects and procedures.
8. Assists in developing project task plans, leading meetings and other related tasks to gather and coordinate activities for requirements gathering.
9. Develops skills and understanding of advanced business modeling, technology solutions, vendor solution evaluations, and recommendations to meet defined business requirements.
10. Answers questions and presents mentorship opportunities to peers and/or lower-level staff via conversation, observation or technical documentation.

MAJOR WORKER CHARACTERISTICS

Knowledge of: oral and written communication tools and techniques, customer support and personal service, state and agency policy, procedures and applicable laws*, vision, mission and goals of agency*, IT systems development lifecycle management concepts, technical writing and documentation practices, quality assurance principles, requirement analysis principle and methods, methods and approaches for sharing information through the use of IT assets, business process modeling methods and techniques, IT security principles and methods, technical tools available for consideration, IT principles, methods and practices in the assigned specialty area, performance monitoring principles and methods, interrelationships of multiple IT specialties, business process and operations of customer organizations.

Skill for: reading comprehension, speaking, service orientation, assuring quality, identifying and specifying business requirements, operation analysis, time management, interviewing, presenting, facilitating, troubleshooting, critical thinking, complex problem solving, and developing and interpreting policy and strategies governing the planning and delivery of IT services.

Ability to: define problems, collect data, establish facts and draw valid conclusions, prepare meaningful, accurate and concise reports, stay abreast of current technologies in area of IT assigned, and apply new developments to previously unsolvable problems.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

Education Core undergraduate program in Computer Science, Information Systems or Business Administration or equivalent work experience.

AND

Experience Minimum 5 years combined work experience in any combination of the following: creating and coordinating technical and business requirements for processes, projects and procedures, working with business users and technical staff to develop strategies and leading modification or creation of new systems for implementation of information technology solutions.

Note: the official position description on file with the designated agency is to reflect, in the minimum acceptable characteristics for the required technical (i.e., methodology) and/or line of business experience. Only those applicants possessing the required technical and/or business experience listed in the position description are to be considered for any vacancies posted. The vacancy/job posting should also only list the required technical and/or business experience commensurate with the position in question.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

UNUSUAL WORKING CONDITIONS

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Business Process Analyst 3	69963	14	6-7-2009	36

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

1. Uses business process modeling and/or vendor solution evaluations to analyze potential for streamlining or reengineering business processes via implementation of information technology solutions.
 - a. Identifies risks and recommends changes related to processes, projects and procedures.
 - b. Makes recommendations for gains in efficiency or costs thru implementation of information technology solutions.
2. Develops project plan with project manager or recommends approach through defining tasks, leading meetings and other tasks to gather and coordinate activities for requirements gathering.
3. Gathers and analyzes information from stakeholders, business owners, customers and management.
4. Performs as liaison between various stakeholders, managing stakeholder expectations and ensuring successful communications between project team members.
5. Performs validation of solutions by analyzing the end product and specification requirements.
6. Plans and conducts formal mentorship activities for peers and/or lower-level staff via verbal instruction or technical documentation.

MAJOR WORKER CHARACTERISTICS

Knowledge of: oral and written communication tools and techniques, customer support and personal service, state and agency policy, procedures and applicable laws*, vision, mission and goals of agency*, IT systems development lifecycle management concepts, technical writing and documentation practices, quality assurance principles, requirement analysis principle and methods, methods and approaches for sharing information through the use of IT assets, business process modeling methods and techniques, IT security principles and methods, technical tools available for consideration, IT principles, methods and practices in the assigned specialty area, performance monitoring principles and methods, interrelationships of multiple IT specialties, business process and operations of customer organizations, IT metrics methods and concepts, cost-benefit analysis methods, project management principles and methods.

Skill for: reading comprehension, speaking, service orientation, assuring quality, identifying and specifying business requirements, operation analysis, time management, interviewing, presenting, facilitating, troubleshooting, critical thinking, complex problem solving, developing and interpreting policy and strategies governing the planning and delivery of IT services, and judgment and decision making, and coordinating.

Ability to: define problems, collect data, establish facts and draw valid conclusions, prepare meaningful, accurate and concise reports, stay abreast of current technologies in area of IT assigned, and apply new developments to previously unsolvable problems.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

Education Core undergraduate program in Computer Science, Information Systems or Business Administration or equivalent work experience.

AND

Experience Minimum 7 years combined work experience in any combination of the following: leading analysts and analyzing business operations to determine areas to implement solutions through the use of information technology and reducing overall costs and/or providing efficiencies.

Note: the official position description on file with the designated agency is to reflect, in the minimum acceptable characteristics for the required technical (i.e., methodology) and/or line of business experience. Only those applicants possessing the required technical and/or business experience listed in the position description are to be considered for any vacancies posted. The vacancy/job posting should also only list the required technical and/or business experience commensurate with the position in question.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

UNUSUAL WORKING CONDITIONS