

STATE OF OHIO (DAS)  
CLASSIFICATION  
SPECIFICATION

CLASSIFICATION SERIES  
BUSINESS PROCESS ANALYSIS

SERIES NUMBER  
6996

MAJOR AGENCIES  
ALL AGENCIES

EFFECTIVE  
12/23/2018

**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**

12/23/2018

**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**

12/23/2018

**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**

12/23/2018

**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	12/23/2018	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**

Completion of undergraduate core program in computer science, information systems, or business administration; 12 mos. 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.

-Or completion of associate core program in computer science or information systems; 18 mos. 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.

-Or 36 mos. 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.

-Or equivalent of minimum class qualifications for employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT**

N/A

**UNUSUAL WORKING CONDITIONS**

N/A

<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	12/23/2018	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**

Completion of undergraduate core program in computer science, information systems, or business administration; 36 mos. 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.

-Or completion of associate core program in computer science, information systems, or business administration; 42 mos. 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.

-Or 60 mos. 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.

-Or equivalent of minimum class qualifications for employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT**

N/A

**UNUSUAL WORKING CONDITIONS**

N/A

<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	12/23/2018	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**

Completion of undergraduate core program in computer science, information systems, or business administration; 36 mos. 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.

-Or completion of associate core program in computer science, information systems, or business administration; 42 mos. 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.

-Or 60 mos. 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.

-Or equivalent of minimum class qualifications for employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT**

N/A

**UNUSUAL WORKING CONDITIONS**

N/A