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|  AT A GLANCE | Business Analyst 3 |
| Department: | Office of Admin/ Office of Information Technology |
| Project Start/End Date: | 12/27/2016-06/30/2017 |
| Quivadore Rate/Hr: | 51.31 |
| Submission Deadline: | 12/12/2016 |
| Requisition Number: | 484052 |
| Short Description:To support documentation of ITSM Service QA and Service Management processes, procedures, requirements, trainings materials, and other related documentation. |

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| ATTENTION | Special Notes |
| * + - Not applicable
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|  | **Complete Job Description:**This position is part of a team within OA-OIT, Office of Strategy and Management (OSAM), Bureau of IT Service Management, Service Quality Assurance. The purpose of OSAM is to provide, operate, and improve technology services through collaboration and innovation. As part of the ITSM Service Quality Assurance team, this position is accountable and responsible for independently performing high-level administrative and consultative work as it relates to IT Service Management and the ITIL Methodology. This position fulfills the Business Analyst role for multiple ITIL based processes.DESCRIPTION OF DUTIES:The Business Analyst is responsible for the set of tasks and techniques used to work as a liaison among stakeholders to understand the structure, policies, and operations of an organization, and to recommend solutions that enable the organization to achieve its goals. This positon is accountable and responsible for the following duties. 1. Determine the needs of end users of technical documentation.2. Explain scientific and technical ideas in simple language.3. Work with technical staff to make processes and procedures easier to use and thus need fewer instructions.4. Organize and write supporting documents for processes and procedures.5. Select appropriate medium for message or audience, such as manuals or online videos.6. Standardize content across platforms and media.7. Prepare charts, graphs, or forms to go along with documentation.8. Revise documents as new issues arise.9. Ensures work remains within the agreed project scope. 10. Coordinates work with other Lead Business Analysts as appropriate. 11. Communicates accurate and useful status reports to Group Lead and other management on a timely basis. 12. Anticipates, identifies, tracks, and resolves issues and risks affecting own work and work of the OSAM Team. 13. Ensures that defined processes are followed. 14. Conducts post project reviews and quality assessments. 15. Communicates related improvement measures to the team. 16. Completes other related duties as required or assigned.17. Defines and documents customer business functions and processes. 18. Schedules, provides meeting agendas, and conducts facilitated workshops for requirements analysis. 19. Consults with Process Owners and Managers to identify, define and document business needs and objectives, current operational procedures, problems, input and output requirements, and levels of systems access. 20. Analyzes the feasibility of, and develops requirements for, new systems and enhancements to existing systems; ensures the system design fits the needs of the enterprise.21. Tracks and fully documents changes for functional and business specifications; writes detailed universally understood procedures for permanent records and for use in training. 22. Identifies opportunities for improving business processes through information systems and/or non-system driver changes; assists in the preparation of proposals to develop new systems and/or operational changes.23. Contributes to the plans, organizes, and conducts business process reengineering/improvement projects.24. Researches and prepares statistical reports. Consolidates information into cohesive and understandable correspondence or other written form for use in management decision-making.25. Conducts change impact analysis to assess the potential implications of changes and documents business rules, functions, and requirements.26. Participates in system integration testing, user acceptance testing, and testing of new system functionality.27. Provides technical assistance in training, mentoring, and coaching professional and technical staff.28. Provides work direction to one or more technical or administrative staff or acts as a team lead on designated projects or assignments.29. Reviews design and technical requirements to ensure that business and functional requirements are met.30. Ensure that the customer’s goals and requirements are met. 31. Must be able to estimate and plan own work.32. Must be able to meet schedules.33. Assist PM in developing estimates for projects.34. Escalates issues to management as appropriate.35. Prepares project change request documents and estimates for approvals.36. Responsible for RAID documentation based on meetings and interviews.37. Attends assigned application and subject-matter meetings as advisor/consultant.38. Assists in the development of standard documentation, layouts, templates, and terminology.39. Ensures all documentation follows standards.DECISION MAKING:1. Recommend format for documentation.2. Recommend changes, based on analysis, process team, and SME input. 3. Recommend decisions on technology alignment with the process, for the ITSM Steering Committee’s review and approval.ESSENTIAL FUNCTIONS:1. ITIL V3 Foundation training is preferred.2. Work independently and as a team member.3. Communicate effectively, both orally and in writing.4. Interact with executives, various levels of management, Agency IT Managers, and CIOs.5. Understand the context of a situation.6. Analyze the purpose (or function) of a communication to understand what a document must accomplish.7. Use a current Windows computer, MS Office suite products, and standard software applications such as email, presentation software, Visio, etc.8. Proofread documents accurately, using proper spelling, punctuation, and grammar.9. Organize and present process-related information, both orally and in writing.10. Read and interpret IT Service Management materials.11. Completes other related duties as required or assigned |

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| **SKILLS**  | Summary of Technical Skills Required |
| 4 year college degree or equivalent technical study | 4 years |
| Business, technical or integration consultant services | 5 years |
| Extensive experience with a broad range of enterprise-level IT Service Management Planning | 3 years |
| Prior experience with Commonwealth of PA projects and programs | Highly desired, 1 year |
| Excellent communication and interpersonal skills | 5 years |
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