

SUPERVISING BUSINESS APPLICATIONS ANALYST

DEFINITION

Under direction, the Supervising Business Applications Analyst provides day-to-day supervision of assigned staff and activities, and performs specialized analytical work while serving as a functional liaison with Information Services staff coordinating the functional/business unit activities related to the development, training, testing, and use of information management applications.; performs related work as assigned.

CLASS CHARACTERISTICS

Supervising Business Applications Analyst is the supervisory-level class in the Business Applications Analyst series. Incumbents supervise staff, with effective authority for their selection, retention, and training and development and with responsibility for day-to-day supervision, evaluation, motivation, and discipline of employees. In addition, incumbents design, plan, and implement complex business functional analysis and projects under minimal direction. This class is distinguished from the manager level in that the latter manages personnel and programs within organizational and policy confines, with responsibility for ensuring accomplishment and expansion of program goals and objectives.

EXAMPLES OF DUTIES (*illustrative only*)

- Plans, organizes, assigns, supervises, reviews, and evaluates the work of assigned staff.
- Recommends selection of staff; trains staff and provides for their professional development; administers discipline as required.
- Identifies and proposes training and development opportunities for staff.
- Responds to questions and provides information/data to management, staff, outside agencies, and the public.
- Meets with managerial and executive staff to discuss specific needs.
- Oversees the creation and maintenance of user accounts on a business applications system.
- Directs investigation of source data issues within the application; develops plans to resolve/correct problems.
- Serves as liaison with Information Services management staff for issues related to systems used by the organization.
- Develops data standards and user application procedures, including defining program goals, analyzing existing data and assisting in system integration, identifying needs for usage information, preparing and updating user guidelines and procedures, and updating application programs and procedures on a regular basis.

- Establishes a user application training program component for the organization; coordinates and conducts user training.
- Supervises the development, documentation and maintenance of user test scripts; oversees testing, including user acceptance and other functional tests as needed.
- Develops processes for managing and reporting changes.
- In conjunction with IS management, leads development, maintenance, and upgrading of applications for a functional area through needs analysis, defining business requirements, and testing.
- Develops a process to manage user enhancement requests.
- Analyzes business processes and workflow for possible improvements.
- Ensures data integrity by auditing and analyzing data.
- Interprets and analyzes user requirements; directs the development and documentation of functional specifications.
- Supervises the development and maintenance of user training documentation.
- Directs the development of operational/user documentation.
- Supervises workflow analysis and problem resolution related to the functional use of information management systems in the organization.
- Prepares complex written reports.
- Gives presentations to management and staff regarding information management systems used by the organization.

WORKING CONDITIONS

- Must be able to respond to information systems emergencies.
- Work occasional evening and weekend hours.
- May be required to travel statewide as necessary.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including section, work planning, performance review and evaluation, and employee training and discipline.
- Principles and practices of budget development, implementation, and evaluation.
- Applicable laws, codes, and regulations pertaining to the supervision of employees.
- Business systems applications.
- Principles and practices of functional area of assignment.
- Facilities management or construction project management
- Principles and practices of the application of information management systems to the functional work of an organization.
- Principles and techniques of project management.
- Problem-solving and conflict resolution methods and techniques.

- The operation of personal computers and use of specified computer applications, such as word processing, spreadsheets and diagramming tools (such as Visio).
- Principles and techniques of preparing effective oral presentations.
- Principles and techniques of preparing a variety of effective written materials.
- Database reporting tools such as Crystal Reports.
- Principles and techniques of analyzing and documenting functional business requirements.
- Database entity relationship diagrams.
- Principles and techniques of using fourth generation reporting and table maintenance tools.

Ability to:

- Plan, organize, supervise, review, and evaluate the work of others.
- Communicate technical software and hardware issues to non-technical users and executive management.
- Use initiative and judgment within established procedural guidelines.
- Organize, prioritize, and coordinate multiple work activities and meet procedural guidelines.
- Document the business requirements to be used in the evaluation, development, and/or acquisition of information management systems by an organization.
- Develop and maintain user documentation related to software applications used by an organization.
- Operate personal computers and use specified computer applications, such as word processing and spreadsheets.
- Communicate effectively in English, orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Use tact and discretion with those contacted in the course of the work.
- Develop business process models.

Licenses and Certificates:

None.

Education and Experience:

Equivalent to possession of a bachelor's degree, preferably with major course work in public or business administration and four years experience in business process analysis, functional operational documentation, and workflow analysis/process reengineering, including one year of supervisory experience; **or**, one year as a Senior Business Applications Analyst with the judicial branch.

Additional experience may be substituted for the education on a year-for-year basis. Possession of a directly related postgraduate degree may be substituted for one year of experience.