

**Position #328057 – IS Business Automation Cons/Adm – Senior Business Analyst  
Office of Enterprise Initiatives**

**Position Summary**

Under general supervision and review from the deputy director of the Office of Enterprise Initiatives (OEI), on enterprise projects, initiatives, and processes, this advanced level position works as a liaison amongst technical and business stakeholders to facilitate the development of business requirements, lead business process redefinition studies and analyze the use of new technology for new or enhanced systems services. This position is responsible for working with business leads and subject matter experts (SMEs) from various ETF program areas to understand business structure, policies, and operations in order to develop solutions to business-related issues and achieve ETF and business unit strategic goals and initiatives. Including, but not limited to, defining/refining metrics and creating dashboards and standard operating procedures for projects, leading the creation and assisting with the execution and completion of user acceptance testing (UAT), and assisting project managers and/or business units with defining project benefits and costs. Responsible for understanding current and future processes, including processes for the entire enterprise. The work product will impact the enterprise, as well as extra and/or inter-agency business on critical business activities.

This position, along with business leads and SMEs, will analyze current business processes and identify changes in business processes and/or IT systems that will improve ETF's ability to meet customer needs and/or improve operating efficiency in a member-centric organization. This may include developing use cases and/or test plans to illustrate current state to future state definition and developing and validating detailed system requirements and design specifications. This position interacts with business users to assure a mutual understanding and agreement on requirements and specifications and, at an expert level, provides consultation, direction, and guidance to business managers.

This is an expert-level position performing difficult and complex work reviewing policies, priorities, recommendations, and/or solutions to IT and business-related issues. This person will serve as the principal authority in the analysis of business process definition/redefinition projects and provides expertise in multiple projects of moderate to difficult scope and complexity. This position requires expert knowledge of project management principles, methods and practices.

This position is a member of the Center of Excellence for Business Process and Analysis and will work with other members to establish standards, procedures, and best practices for business processes and analysis at the Department. This position is responsible for providing direction and mentorship to other Department business analysts in the use of tools, techniques, metrics, and standards. In addition, this person will actively embrace the Department's values and fully incorporate them into tasks, job performance, and service to customers.

Ensuring effective and efficient interactions with staff and management at all organizational levels and areas of ETF is an essential part of this position.

**Goals and Worker Activities**

- 30% GOAL A. Leadership, facilitation and coordination of business and operational teams to ensure that ETF's business needs are being met
- Worker Activity
- A1. Lead, facilitate, and coordinate team meetings to establish and prioritize work requests in partnership with the business leads from assigned business areas.
  - A2. Serve as the key integration point between the business areas, operations teams, and IT.
  - A3. Develop and maintain a deep understanding and expertise of applicable operational processes, procedures, and controls.

A4. Work with key stakeholders to fully understand and analyze the business case for each work effort.

- 25% GOAL B. Leadership, facilitation and coordination of business process and systems analysis  
Worker  
Activity
- B1. Lead, facilitate and coordinate business requirements at the appropriate level of detail for each work effort, ensuring the cross-functional impacts and any required coordination/integration effort has been identified ahead of the solution.
  - B2. Work with internal and external stakeholders to gather and validate business requirements and assist with the functional design of solutions.
  - B3. Partner with the technical lead to provide input into the functional aspects of solutions design.
  - B4. Proactively identify opportunities for process, system, or other enhancements that may help the business mitigate operational risk and/or achieve its business goals.
  - B5. Partner with the technical lead to create or update documentation relating to workflow process and detailed procedures resulting from implemented initiatives prior to deployment.
  - B6. Develop end-user training materials, in partnership with the transition manager, and assist with the coordination of user training, if needed.
  - B7. Serve as an internal expert with regards to the integrated end-to end processes, controls, and solutions employed by ETF to manage the business.
- 25% GOAL C. Management of quality control efforts  
Worker  
Activity
- C1. Develop, execute, and document user test plans and organize and oversee end-user testing and acceptance.
  - C2. Provide support to test teams, as needed.
  - C3. Coordinate resolution of issues uncovered during end-user testing.
  - C4. Research escalated business issues and lead the creation of integrated models/workflows that resolve the root cause of these problems.
  - C5. Participate in the evaluation, provide feedback, and resolve issues regarding vendor performance, escalating to the lead project manager as needed.
  - C6. Independently resolve issues to remove roadblocks and provide reports or updates on issues to the portfolio owner, as needed.
  - C7. Maintain and distribute metrics related to work request/project, as agreed upon.
- 15% GOAL D. Participation on the Business Process and Analysis (BPA) Center of Excellence  
Worker  
Activity
- D1. Provide direction and training to other staff in the use of business analysis and process tools, techniques, metrics, standards, and best practices
  - D2. Promote, recommend revisions to, and lead the development of business analysis policies, processes/procedures, standards/guidelines, and tools/templates for OEI and the enterprise, ensuring consistency and repeatability.
  - D3. Monitor business analysis processes, tools, standards, guidelines, and templates for adherence to industry and ETF-specific standards.
  - D4. Create common ground between business units and IT services to ensure IT staff have the requirements and information to deliver technical solutions that support the business needs.
  - D5. Strive for continuous process improvement through identifying root cause of problems and developing solutions, providing mapping services, and inspiring the organization with new ways of thinking and new ways of doing business.

- 5% GOAL E. Performance of special assignments and professional development  
Worker  
Activity
- E1. Attend trainings, seminars, conferences, etc. to remain proficient and build upon skills, expertise, and experience.
  - E2. Stay abreast of business analysis trends and best practices.
  - E3. Represent the Department on enterprise-wide and/or Department committees, as assigned.
  - C4. Other duties, as assigned.

## **Knowledge, Skills, and Abilities**

1. Expert ability to analyze enterprise-wide business and technology issues in a large or complex organization and be able to document and communicate business knowledge.
2. Demonstrated ability to identify appropriate members and develop effective teams with specific knowledge and skills needed to develop solutions and make recommendations.
3. Ability to independently identify and obtain information sources needed to perform responsibilities effectively and efficiently.
4. Advanced ability to recognize how and when to improve a process and to recommend, negotiate, and implement change.
5. Knowledge of business process analysis, new business process design, quality/process improvement, and change management.
6. Advanced ability to identify key points and communicate results accurately and effectively to a broad audience.
7. Thorough knowledge and understanding of the software development lifecycle including requirements analysis, design, testing, and deployment.
8. Advanced skills with Microsoft Office (i.e. Excel, Word, Access, etc.).
9. Advanced knowledge of project management methods, tools, and techniques, including MS Visio; experience working with project management software.
10. Ability to influence others and encourage creative thinking to identify solutions.
11. Expert ability obtaining information and insight even when others are reluctant to share.
12. Highly developed communication, interpersonal, and team building skills to develop and sustain effective working relationships, including facilitation and leadership skills.
13. Skill in establishing and maintaining effective contact and communication with staff and management at all levels of the organization and with external groups/individuals.
14. Expert ability to communicate business and technical concepts and information effectively to a wide range of audiences.
15. Considerable ability to work as an effective member in a team environment and to mentor more junior staff.
16. Ability to work independently and exercise appropriate judgment with a minimum of supervision and produce effective, acceptable results within defined time frames.
17. Ability to take the initiative to assertively represent business needs, to stand firm when necessary and to compromise when possible, to diplomatically challenge assumptions, and to make recommendations to business and technical staff at all levels of responsibility and authority throughout the organization.
18. Highly skilled in effective time management and priority-setting.
19. Demonstrated ability to analyze facts and apply sound judgment in decision making.
20. Ability to understand and comply with all ETF security standards, policies, processes, and procedures.

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