**IT Business Analyst I Standard Job Description**

**Classification Title:** IT Business Analyst I

**FLSA Exemption Status:** Exempt

**Pay Grade:** 67

**Job Description Summary:**

The IT Business Analyst I, under general supervision, performs routine business analysis support functions.

**Essential Duties and Tasks:**

**25% Business Needs and Requirements Analysis**

* Helps collect, analyze, review, document, and communicate business needs and requirements.
* Assesses client needs through direct interaction.
* Identifies gaps between baseline software functionality and requirements; determines the most effective method for bridging gaps.
* Helps document current business processes and prepares business and technical requirements for new or existing individual applications or module functions.

**25% System Configuration and Testing**

* Implements and assists with testing of system configuration and maintenance plans.
* Performs assigned testing tasks on maintenance plans; reports and escalates issues discovered during testing.
* Executes testing plans that include the user interface, scripts, data, security, reports, and scheduling.
* Works with appropriate technical, reporting, or security team members to resolve issues.
* Writes and submits work requests; applies routine corrections to data records.

**20% Production and Application Support**

* Works with clients and technical groups to resolve production and application issues.
* Evaluates and follows through on issues and problems until resolved or escalated.
* Submits cases to software vendors regarding issues or desired baseline functionality.
* Participates in and monitors software vendor’s online community for new functionality, problem resolutions, or issues.
* Helps implement change management plans.

**10% End-User Training and Documentation**

* Uses departmental documentation software to create and store documentation.
* Collaborates with departmental team members to create end-user security groups and roles for existing and new applications, projects, processes, and reports.
* Participates in training and professional development.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Qualifications**

**Required Education:**

* Bachelor's degree or equivalent combination of education and experience.

**Required Experience:**

* Four months (1 semester) of student worker and/or customer service experience.

**Required Licenses and Certifications:**

* None

**Required Knowledge, Skills, and Abilities:**

* Must be able to work in a collaborative team environment.
* Ability to multitask.
* Must have strong interpersonal skills.
* Knowledge of Microsoft Office applications
* Preferred Knowledge, Skills, and Abilities
* Familiarity with IT and software applications
* Basic understanding of standard operating systems
* Knowledge of programming and software testing
* Strong database awareness with programs like Python, Apache Spark, SQL, and more

**Additional Information**

**Machines and Equipment:**

* Computer
* Phone

**Physical Requirements:**

* None

**Other Requirements and Factors:**

* This role may require working outside of standard office hours, including evenings, weekends, and holidays, to support the demands of technology services and ensure the seamless operation of essential systems.
* This position is security sensitive.
* This position requires compliance with state and federal laws/codes and Texas A&M University System/TAMU policies, regulations, rules and procedures.
* All tasks and job responsibilities must be performed safely without injury to self or others in compliance with System and University safety requirements.

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

[ ]  **Yes**

[x]  **No**

**Does this classification have the ability to work from an alternative work location?**

[ ]  **Yes**

[x]  **No**