**IT Business Analyst II Standard Job Description**

**Classification Title:** IT Business Analyst II

**FLSA Exemption Status:** Exempt

**Pay Grade:** 68

**Job Description Summary:**

The IT Business Analyst II, under general supervision, performs complex and specialized business analysis support functions, including troubleshooting, research, debugging, and problem solving.

**Essential Duties and Tasks:**

**35% Business Needs and Requirements Analysis**

* Collects, analyzes, reviews, documents, and defines system scope based on business needs and requirements.
* Assesses client needs through direct interaction, mapping current and future business processes, and identifying opportunities for improvement.
* Creates detailed functional and technical system specifications; designs data reporting and business intelligence systems to meet client needs.
* Documents current business processes and prepares business and technical requirements for new or existing applications or module functions.
* Coordinates, reviews, and approves documentation, including Standard Operating Procedures (SOPs), Disaster Recovery Plans, and Operational Notebooks.

**25% System Configuration and Testing**

* Participates in the planning and testing of system configuration and maintenance.
* Implements complex patch and upgrade testing; performs assigned testing tasks on maintenance plans.
* Develops and 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.

**15% 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.

**5% End-User Training and Documentation**

* Conducts training for end-users for supported applications, projects, and processes.
* Creates and updates end-user training materials and job aids.
* 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.

**Required Education:**

* Bachelor’s degree in related field or equivalent combination of education and experience.

**Required Experience:**

* Three years of related experience in business analysis.

**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

**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**