**IT Business Analyst III Standard Job Description**

**Classification Title:** IT Business Analyst III

**FLSA Exemption Status:** Exempt

**Pay Grade:** 70

**Job Description Summary:**

The IT Business Analyst III, under direction, serves as technical lead for a specific business analysis project or service. Provides technical oversight for the application of and compliance with technical standards. Coordinates the technical activities of a systems analysis team. Completes reports and summaries for management and users including project status reports, problem reports, and progress summaries.

**Essential Duties and Tasks:**

**25% Functional Development and Testing**

* Coordinates functional software development and testing that supports various business units.
* Oversees the troubleshooting, analysis, and escalation of problems and processes.
* Develops and implements change management plans.
* Leads small to large sized projects.
* Directs the collection, analysis, review, and documentation of business processes and end-user requirements for assigned projects.

**25% Project Analysis and Design**

* Communicates with customers to research and understand the business requirements for a project.
* Collaborates with the project leader to develop work plans and time schedules for projects including outlining phases, identifying personnel, and computing equipment requirements.
* Designs and develops the most effective solution to meet the requirements and bridge the identified gaps.
* Works with appropriate technical, reporting, or security team members to resolve issues.

**20% Documentation and Training**

* Develops end-user documentation and training materials for supported applications.
* Coordinates and manages training and communications for end-users.
* Coordinates, reviews, and approves documentation.
* Uses documentation software to document baseline processes and enhancements.
* Participates in training and professional development.

**10% Managing**

* Coordinates the technical activities of a systems analysis team.
* Assigns tasks as needed for the technical team.
* Coordinates coverage for the customers.

**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:**

* Five 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**

**No**

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

**Yes**

**No**