 **IT Business Analyst IV Standard Job Description**

**Classification Title:** IT Business Analyst IV

**FLSA Exemption Status:** Exempt

**Pay Grade:** 71

**Job Description Summary:**

The IT Business analyst IV, under general direction, provides technical leadership and oversight for the deployment and delivery of enterprise-wide business analysis services. Participates in mentoring, training, and development of other employees.

**Essential Duties and Tasks:**

**25% System Analysis and Documentation**

* Collects, analyzes, reviews, documents, and defines system scope based on business needs and requirements of multiple functional areas.
* Manages the assessment of client needs through direct interaction, mapping current and future business processes, and opportunities to develop and improve the business through effective technology use.
* Oversees the creation of detailed functional and technical system specifications for multiple functional areas.
* Designs data reporting and business intelligence systems to meet client needs.

**15% Managing**

* Participates in mentoring Team Leads
* Training existing and new employees
* Development of other employees

**15% Project Coordination and Support**

* Collaborates with project leaders and executive staff to develop work plans and time schedules for projects including outlining phases, identifying personnel, and computing equipment requirements.
* Coordinates work requests across multiple functional areas; establishes and monitors procedures and protocols for system data corrections.
* Manages and coordinates projects of one or more functional areas; develops large and/or complex functional project or task plans, resource estimates, and schedules.
* Facilitates the evaluation of functional needs and recommends solutions; initiates and leads the development of complex functional plans.
* Supports project timelines and cost tracking, assisting in coordination efforts.

**15% Testing and Maintenance**

* Establishes testing standards and procedures; coordinates plans for system configuration testing and maintenance across multiple functional areas.
* Reviews and coordinates the development of patch and upgrade plans across multiple functional areas.
* Coordinates the testing of reports and scripts across multiple functional areas.
* Plans for system maintenance and testing of system configuration; develops plans for patches/upgrades.
* Oversees the troubleshooting and analysis of problems and processes across multiple functional areas.

**10% Training and Communication**

* Monitors end-user training and communications across multiple functional areas.
* Provides or assists with customer training across multiple IT Service Management processes, including written and video materials as well as live training.
* Oversees communications and working relationships in one or more functional areas, including representing multiple areas at meetings, overseeing liaison relationships with home departments, coordinating communications with end-users across multiple functional areas, and monitoring end-user training across functional areas.
* Provides reports, briefings, and other management reports as needed.
* Participates in training and professional development sessions.

**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 and Experience:**

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

**Required Licenses and Certifications:**

* None

**Preferred Qualifications**

* 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

**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

**Machines and Equipment:**

* Computer: 30 hours
* Phone: 5 hours

**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.

**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**