Business Systems Analyst Job Family

	BUSINESS SYSTEMS ANALYST (ADMIN LEVEL 3)	**SENIOR BUSINESS SYS ANALYST** (ADMIN LEVEL 4)	**CONSULTING BUS SYS ANALYST** (ADMIN LEVEL 5)
Promotion Criteria	Entry level – requires several years of work experience, either in a business area, or programmer with involvement in business systems. Demonstrated ability to learn and apply technology. Experience working in project teams.	Strong analytical ability. Expertise in both business and configuration knowledge for functional areas. Project leadership and management. Strong communication skills, including presentation and facilitation ability. Business process viewpoint with integration impact. Experience with large and/or complex engagements spanning a variety of constituencies	Expertise across many functional areas. Strong leadership skills. Ability to build consensus across departments on complex solutions or issue resolution. Strong networking and communications skills. Strategic viewpoint. Relied upon as an Institute resource. (See also "Consulting" Job Family)
Position Overview	• Designs, delivers, and maintains high quality business systems solutions • Applies project management methodology • Develops expertise in one or several business areas • Delivers enhancements and contributes to small-scale technology projects	• Designs, delivers, and maintains high quality business systems solutions • Applies project management methodology • Develops expertise in several business areas and their integration points to other departments or systems • Leads technology projects	• Designs,and leads the delivery of high quality business systems solutions • Applies advanced project management methodology • Applies expertise across multiple departments and systems • Leads project with significant Institute impact. • Contributes to strategic planning of information systems and technology directions
Principal Duties and Responsibilities	Identifies business systems solution requirements by interviewing clients; analyzing work processes and operations; establishing solution objectives; evaluating information systems functionality to identify gaps; measuring the solution impact to business operations. Prepares project estimates by completing cost-benefit-risk analyses using an integrated set of analysis and modeling tools; identifying resource allocations and equipment costs; establishing timelines and milestones. Designs high quality business systems solutions by identifying and evaluating options; preparing functional specifications and configuring the system; resolving solution issues; serving as a bridge between	Identifies business systems solution requirements by interviewing clients; analyzing work processes and operations; establishing solution objectives; evaluating information systems functionality to identify gaps; measuring the solution impact to business operations. Facilitates and occasionally leads or champions the effort to document business requirements with sign-off by business stakeholders. Recommends business process redesign where applicable. Prepares project estimates by completing cost-benefit-risk analyses using an integrated set of analysis and modeling tools; identifying resource allocations and equipment costs; establishing timelines and milestones. Plans project post-development support model.	Frequently working with senior managers outside of IS&T, identifies high level business systems requirements. Broadly evaluates information systems functionality (MIT and industry options) Leads or champions the effort to document business strategies. Negotiates resolution of conflicting or competing requirements across departments. Recommends business process redesign where applicable. Ensures preparation of project estimates resource allocations and equipment costs; timelines and milestones; project post-development support model. Designs solutions by leading a process for identifying and evaluating options; preparing functional specifications and configuring the system; resolving solution issues; serving as

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	the business and the project team; creating and delivering related user documentation and end-user training. Verifies business systems solutions by creating test plans and scripts; conducting unit and integration testing in conjunction with customers using QA processes. Delivers enhancements and contributes to small-scale technology projects. Maintains delivered solutions by supporting configuration for existing applications; implementing improvements. Maintains business systems standards by applying project management methods, tools and processes as standard practice. Contributes to organization success by responding to requests; helping others accomplish job results; ongoing professional development; upholding a high customer service ideal. Develops expertise in one or several business areas. Communicates effectively by meaningful and articulate verbal discussion; creating clear and coherent written materials.	Designs high quality business systems solutions by identifying and evaluating options; preparing functional specifications and configuring the system; resolving solution issues; serving as a bridge between the business and the project team; creating and delivering related user documentation and end-user training. Verifies business systems solutions by creating test plans and scripts; conducting unit and integration testing in conjunction with customers using QA processes. Maintains delivered solutions by supporting configuration for existing applications; implementing improvements. Maintains business systems standards by applying project management methods, tools and processes as standard practice. Contributes to organization success by responding to requests; helping others accomplish job results; ongoing professional development; upholding a high customer service ideal. Develops expertise in several business areas and their integration points to other departments or systems. Takes responsibility for the independent management and delivery of technology projects, coordinating efforts across multiple organizations. Communicates effectively by meaningful and articulate verbal discussion; creating clear and coherent written materials; synthesizing information into succinct, concise, and logical summaries and reports. Prepares and delivers informative, well-organized presentations and project status reviews to stakeholders, including process	a bridge between the business and the project team. Ensures business systems solutions are functional and meet requirements. Applies sophisticated project management methods, tools and processes as standard practice. Applies expertise across multiple departments and systems. Takes responsibility large-scale technology projects, coordinating efforts across multiple organizations. Communicates effectively by meaningful and articulate verbal discussion; creating clear and coherent written materials; synthesizing information into succinct, concise, and logical summaries and reports. Able to influence the direction of projects Takes ownership for high quality stakeholder communications, including delivering informative, well-organized presentations and project status reviews. Contributes to strategic planning of information systems and technology directions. Prepares and delivers proposals to senior management.

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		owners, customers, and sponsors.	
Supervision Received	Team Leader/Manager, and project managers of assigned projects.	Team Leader/Manager, and project managers of assigned projects.	General supervision – key deliverables, and high level project plans reviewed with senior management.
Supervision Exercised	May provide training for new hires.	May supervise work of business systems analysts, consultants and/or assigned programmers. Provides mentoring, coaching and direction setting to project team members. May provide training for new hires. When functioning as project team manager, ensure project team has appropriate training and development.	Generally direct the work of staff, contractors, and/or non-MIT collaborators. Meets with senior technical staff and/or vendors to understand technical options. Provides mentoring, coaching and direction setting to project team members. May provide training for new hires. When functioning as project team manager, ensure project team has appropriate training and development.

QUALIFICATIONS / TECHNICAL SKILLS

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Knowledge, Skills and Expertise	Requires a thorough understanding of both theoretical and practical aspects of own professional discipline. Requires in-depth understanding of the purpose and operations outside own area. Understands internal/external clients.	Requires in-depth knowledge of principles, practices and theories in own professional discipline. Requires project management skills; designs solutions for internal/external clients. Considered a resource for others. May have knowledge of more than one professional discipline. May require awareness of external trends and best practices.	Requires the ability to develop deep business process knowledge and sufficient breadth to understand how different processes interact, as well as understanding when and how to apply technology work together. Continual activity to maintain/improve knowledge.
Critical Thinking & Problem-Solving	Helps others in clarifying somewhat complex problems; adapts or modifies established approaches. Identifies and selects appropriate tools, data, and analysis techniques to diagnose problems and develop solutions. Balances competing short- and long-term goals within one's area in alignment with the larger area's direction and objectives.	Recognizes problems or situations that are new or without clear precedent. Finds solutions using a systematic, multi-step approach. Primarily responsible for developing improvements and innovations to enhance performance. May work cross-functionally to solve problems and implement changes.	Identifies, develops, and initiates innovations and solutions where precedents and procedures may not exist. Works cross-functionally to solve problems and implement changes. Analyzes decisions and actions for their support of the larger area's strategic direction. May work with senior management, resolving more complex problems. Addresses problems that frequently affect the Institute as a whole. Charged with

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			identifying causes and effecting solutions. Seeks opportunities for joint solutions of related problems with other areas.
Collaboration	Actively seeks help in gathering resources, solicits input, and uses a variety of techniques to reach a solution. Leads groups in setting goals and monitors progress. Identifies need for outside support.	Is accountable for successful group process and achieving desired results within own area or team. Mediates stalemates within and among groups within a single function to move toward conclusion. Identifies the people critical to resolving problems or reaching decisions and brings them together. Actively participates in cross-functional groups to solve problems.	Actively participates in and frequently leads cross-functional groups to solve problems. Provides resources and organizational structure to promote collaborative initiatives and holds groups accountable for results. Utilizes a network of relationships to collect and disseminate information, build support, and secure buy-in for desired objectives. Leverages multiple teams, actively encourages inter-group cooperation.
Communication Effectiveness	Writes and presents reports, contracts and/or proposals for internal and/or external audiences. Interprets other viewpoints and assimilates them into work processes. Formally transfers technical or administrative knowledge to others.	Motivates others to action or addresses delicate situations, requiring tact and diplomacy using written and verbal skills. Identifies common themes, makes inferences and draws conclusions. Promotes knowledge of own area to gain support for on-going and future initiatives. Creates a forum and format for ongoing communication within functional area or among departments.	Handles broad-based, often complex, communication for internal and/or external audiences. Creates a forum and format for ongoing open communication within functional area or among departments. Handles conflict resolution to maximize opportunity and minimize exposure to risk.
Decision Making	Decision making guided by precedents and objectives. Makes decisions and recommendations on issues affecting a Department/School, project or client base.	Responsibilities include regularly making decisions and taking independent action on matters affecting a Department/School, project or client base. Participates in strategy development.	Makes recommendations on issues that affect the direction of Institute business processes. Significant contributor to decisions related to the overall strategy and direction of the Institutes business processes.
Influencing and Leading	Seeks opportunities and sets goals for own development. Identifies and learns from mentors/developmental advisors.	Has formal people management responsibilities and/or provides process and project leadership. Provides performance feedback and assists employees with plans for development and training. Actively seeks ways to recruit, hire, retain and manage a diverse workforce. Creates work standards for unit and holds individuals accountable for	Provides business process leadership, and may also provide project leadership. Uses knowledge of mission and core strategy as a basis to develop objectives and goals. Promotes a diverse work environment through education, training, and professional development opportunities within the department. Uses direct and indirect influence to build support and consensus

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		completing assignments.	among diverse groups.
Responsibility and Accountability	Work significantly affects multiple units within a single department. Job has short- to intermediate-term impact. Follows departmental procedures to complete work, but may recommend changes to departmental processes. Often prioritizes own work; work is reviewed at key stages by manager/administrative officer or team. Anticipates consequences of actions, potential problems, or opportunities for change.	Work significantly affects a Department or large functional area within a School or Central Administrative area. Prioritizes projects; follows departmental processes. Typically directs the work of others. Acts decisively in critical situations or to circumvent a potential problem.	Job has sole responsibility for results in own area. Determines methods and systems to be used by others; recommends policy and new initiatives. Results and project plans are reviewed as needed. Is responsible for establishing short- and long-term goals for others. Acts to create opportunities for desired change.