

## **Business Systems Analyst – Senior, Project Management Office (PMO)**

### **SUMMARY**

The Senior Business Systems Analyst (BSA) partners with Project and Technical teams to successfully deliver small to large scale projects and technical deliverables at the Tennessee Department of Human Services (TDHS). The Senior Business Systems Analyst acts as a liaison between the Business and IT teams to communicate business needs and follow them through the initiation, analysis and implementation stage.

The Senior Business Systems Analyst's scope of work involves supporting the Solution Delivery Executive on Projects, Tasks and Break-fixes within each business vertical, and be part of Project Teams through all project management activities associated with the lifecycle of a project, including discovery, initiating, planning, executing, monitoring and controlling, and closing phases. The position requires an understanding of government operations, technical systems, waterfall and agile methodologies.

The Senior Business Systems Analyst is responsible for communicating and collaborating with Business Owners, Information Technology, Field Operations, and external vendors to effectively document requirements and ensure successful implementations.

The position requires solid verbal and written communication skills, system analysis, documentation, facilitation, teaming, and technical skills to be successful.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES**

- Ability to interface professionally with all levels of management, technical team and the ability to work with multiple personality types to facilitate requirement gathering meetings and discussions both within the Department and outside.
- Participate in, or lead technical discussions and capture technical requirements and specifications.
- Collaborate with the team to gather business requirements and translate them into technical requirements, data mapping, and enriching data from multiple sources based on business rules.
- Utilize SQL to script against databases for Data Analysis
- Takes ownership of quality of deliverables by accurately capturing acceptance criteria and or test plans.
- Demonstrates leadership in coordinating User Acceptance Testing.
- Strategically and tactfully determine resolutions to issues as they arise with or without direction.
- Resolves and/or escalates issues in a timely fashion.
- Demonstrate professional communication skills when interacting on behalf of DHS.
- Takes ownership and ensures quality and timeliness of project deliverables.
- Ability to multi-task and concurrently handle multiple projects and tasks.
- Provides mentoring, guidance and coaching for Advanced and Junior Business Systems Analysts.
- Defines project requirements by identifying project milestones, phases, and elements; forming project team; establishing project budget.
- Assist Project Management Office with identifying tools and technologies to create an environment of high performance and efficiency for Business Systems Analysts.
- Lead in the development of developing business processes and best practices for the Business Systems Analysts
- Assist Project Management Office with the development of standards and templates as needed.

### **EDUCATION / EXPERIENCE**

Meet minimum qualifications as discussed in job classification specifications.

Graduation from an accredited college or university with a bachelor's degree or other advanced degree and five (5) years of professional level experience in systems analysis, application design, or software development of business information systems is required.

The following are desired and would be considered a plus.

- Experience in the public sector.
- Industry standard certifications for Business Analysts such as CBAP, CCBA.
- At least 2 years of experience writing SQL queries and scripting against databases (Oracle, DB2, or SQL Server) for Data Analysis
- Programming experience in technologies such as. Net Framework, COBOL, Mainframes, DB/DC IMS, DB2, advanced features of OS/MVS JCL, TSO/ISPF and CLISTS, File Manager, VSAM files and utilities, advanced features of SYNC SORT, IBM DEBUG or some other automated testing tool, source code management tools such as CCF/Librarian/TFS, Oracle, SQL Server, SQL Server database, and C#.

## **SKILLS**

Meet minimum qualifications as discussed in job classification specifications as well as the following.

- Strong verbal and written communications skills, with soft skills necessary to hold meaningful and effective communications with business and technical teams.
- Ability to approach others in a professional tactful manner, react well under pressure, accept responsibility for own actions and follow through on commitments.
- Ability to ask questions to generate meaningful discussion and clarify outcomes, while keeping deliverables on track.
- Ability to build trust and teamwork across all departmental boundaries.
- Ability to deal with frequent change, delays, or unexpected events.
- Ability to handle multiple tasks and meet deadlines.
- Ability to quickly and easily adapt to changing priorities.
- Demonstrated ability to display and promote high standards of ethical conduct and behaviors consistent with departmental and government standards.
- Excellent analytical and creative problem-solving skills.
- Dedication and commitment to customer service focused delivery of solutions.
- Excellent facilitation skills.
- Excellent interpersonal skills with proven ability to communicate technical ideas to non-technical people.
- Experience with a variety of development methodologies including Waterfall and Agile.
- Strong understanding of software development lifecycle methodology.
- Advanced skill level using Microsoft Office software, including Word, PowerPoint, Excel, MS Project, and Visio.
- Knowledge of programming languages, testing techniques, and programming concepts.

## **NOTATION**

We are recruiting for Business Systems Analyst – Senior, Business Systems Analyst – Advanced, and Business Systems Analyst – Junior positions at the same time. In order to be considered for each of the three classifications, you must apply for each.

The State of TN is an Equal Opportunity Employer