



Office of Human Resources  
IT Business Analyst Senior - CI3127  
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### General Statement of Duties

Performs full performance level professional work as a liaison between business users, functional subject matter experts, systems analysts and technical developers. Typical responsibilities include working with the business to analyze processes (assessing current state and future state process flows), documenting process diagrams, requirements engineering (business, stakeholder, solution and transition requirements), performing system fit/gap analysis, providing input for design specifications, developing and overseeing request for proposals where technology is involved and participation in systems testing.

### Distinguishing Characteristics

The IT Business Analyst Senior is distinguished from the IT Business Analyst Associate that performs intermediate level professional work performing business process analysis and design to support on line of business applications throughout the City. Documents the functional business requirements of an assigned business area. Responsible for implementing mission and business critical commercial off the shelf (COTS) applications and services for the agencies supported.

The IT Business Analyst Senior is distinguished from the IT Quality Assurance Analyst Senior that performs full performance level professional work supporting the planning, design and execution of various types of testing on simple to complex implementations. Works collaboratively within the IT department with developers, project managers, and business analysts as well as with agency partners to execute and validate test cases based upon system requirements.

The IT Business Analyst Senior is distinguished from the IT Systems Analyst Senior that performs full performance level professional work analyzing, refining and documenting the business requirements of City department and agency customers included in the development, implementation and production of integrated technology software systems. Creates functional and technical specifications for systems to meet business requirements, while ensuring the integrity of the technical design process. Serves as the end-to-end authoritative technical resource on the business requirements and information needs of customer departments and agencies in all phases of the application and system development life cycles.

### Level of Supervision Exercised

By position, may perform lead role project and/or operational assignments. May coach or mentor Business Analysts or Associate Business Analysts when appropriate.

### Essential Duties

Liaison between business users, functional subject matter experts, systems analysts and technical developers.

Work with the business to analyze processes (assessing current state and future state process flows), documenting process diagrams, requirements engineering (business, stakeholder, solution and transition requirements), performing system fit/gap analysis, providing input for design specifications, developing and overseeing request for proposals where technology is involved and participation in systems testing.

Acts as principal liaison for business stakeholders and as a key point-of-contact to Technology Services, internal/external agencies, and vendors on their behalf.

Partners with business stakeholders to identify problems/opportunities, assist business stakeholders to develop these into project/initiatives, and work with Technology Services to move these into the project pipeline.

Performs requirement analysis and modeling of current state (including people/governance, process, and technology), analysis of business/IT drivers, development of future state (including people/governance, process, and technology) that addresses business/IT drivers, and the high-level roadmap of steps to move from current to future state.

Contributes to the continuous improvement of the process and tools used by the Business Analysts to perform their tasks.

Collaborates with business stakeholders, Technology Services teams, internal/external agencies, vendors, et. al to support the city of Denver's mission, vision, and goals.

Independently drives highly complex (enterprise level) initiatives from a business analysis perspective.

Act as primary driver of the Request for Proposal process when Technology Services is engaged (packages the requirements and response documentation, guides the effort through the defined process and participates in selection and scoring based on vendor proposals).

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

## Competencies

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Reading - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Technical Problem Solving - Troubleshoots, diagnoses, analyzes, and identifies system malfunctions to determine the source and cause of the problem.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict

Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

## Knowledge & Skills

Ability to develop business cases

Ability to develop recommendations for re-engineered business processes

Ability to effectively negotiate

Ability to lead as Analyst Liaison between the business and technology providers

Ability to mentor and provide general guidance to junior members of the team

Ability to think and plan both strategically and tactically

Knowledge of fit gap/capabilities analysis

Skill in analysis and modeling of current and future states

Skill in consensus building and conflict management

Understanding the business and technology value proposition of technology implementations

Understanding of various software development lifecycles (agile vs waterfall) and the varying roles & responsibilities

### **Education Requirement**

Bachelor's Degree in Computer Science, Information Systems, Business Administration, Mathematics or a related field.

### **Experience Requirement**

Three (3) years of professional level experience working on an integrated technology software system development and/or production support team. Two (2) years of this experience must have included performing project leadwork for routine projects and/or projects that are limited in scope as a member of cross-functional teams to address and analyze business requirements and automated systems issues, along with other development of all aspects of assigned projects.

### **Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

### **Licensure & Certification**

Certified Business Analysis Professional (CBAP) or Certification of Capability in Business Analysis (CCBA) preferred.

ITIL Foundation (or further advanced) preferred.

Business Relationship Management Professional (BRMP) preferred.

### **Working Environment**

Potential exposure to dangers of assaults/hazards from investigating alarms

### **Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping or otherwise working with hand(s).

Fingering: picking, pinching or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

**Background Check Requirement**

Criminal Check

Education Check

Employment Verification

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade:** I-814

**FLSA Code:** Y

**Established Date:** 2/17/2019

**Established By:** GT

**Revised Date:**

**Revised By:**

**Class History:**