

STATE OF OHIO (DAS)
CLASSIFICATION
SPECIFICATION

CLASSIFICATION SERIES:

Business Analyst

SERIES NUMBER

6271

MAJOR AGENCIES:

Job & Family Services only

EFFECTIVE

09/27/2009

SERIES PURPOSE:

The purpose of the business analyst series is to provide program technical assistance to information technology professionals during one, multiple or all phases of an assigned process automation project, and remain current in changes in program policies pertinent to assigned process automation project. However, business analysts employees do not write/program code.

Employees provide information to assist during the inception (i.e., development of the scope and outline of the general requirements) of a process automation project, and/or review the design documents (i.e., general systems design document and detail design document that describe all of the system inputs and outputs) created by the information technology personnel for a given process automation project, and/or write and execute test scripts, and/or assist in conversion of data from old to new system if current system exists, and/or assist in implementation of new or enhanced system with affected entities, and/or provide help desk customer service, with any of the preceding performed as the affected program expert.

For professional information technology positions involved in development, testing, conversion, implementation, maintenance, and/or help desk customer service, see classifications assigned to 64100 group and 67100 group.

GLOSSARY

The terms listed below are to be interpreted as follows whenever they appear in the text of the classification specification.

Data conversion: This phase of a process automation project involves the translation of all data (e.g., demographics, statistics, performance requirements, standards, & outcomes) that resides in the affected entities from the current system to the proposed system. During this phase, employees meet/interface with and offer program technical assistance to the executive, management and/or supervisory personnel of the affected entities to assist in determining the application of tools (i.e., automated or manual), and to project future needs (e.g., anticipated &/or improved automation). Depending upon the system and method of operation, required staffing levels and other resources required to implement the proposed system may be examined.

Help Desk Customer Service: This phase of a process automation project occurs after the implementation of a new or enhanced system. Employees field policy and technical questions from users in the affected entities by telephone, in writing or electronically. The employees will research inquiries/complaints to determine if a user has erred in operating the system and advise on proper operation, or write a technical incident report if a technical problem with the system exists to be resolved by an information technology professional, or determine if the system requires a major policy fix, and prepare and issue release notes, bulletins and other informational/instructional materials to the users.

Human Services: Multifaceted family support and workforce development program and/or service provided by Ohio Department of Job and Family Services or by one of its state or local partners.

Implementation: This phase of a process automation project involves moving an automated system into production use by the affected entities. During this phase, employees will write user documentation regarding the operation of the new system, will train personnel in affected entities in use of new system, assist entities in seeing how the system fits with their current work flows, market the benefits of using new system, provide feedback to entities, and provide any other required assistance to help the personnel of the affected entities make the transition to the new or enhanced system.

System Tests: This phase of a process automation on project involves testing the system to verify whether the system outputs are those which were expected. During this phase, the employees will build, back-up and/or restore data bases, run job control language batch jobs, verify codes provided by information technology professionals, write and execute test scripts/scenarios to ensure the outputs are what were expected, analyze unexpected results and determine whether they are correct, and insert edits. At no time should an employee be assigned to write code or assume the writing of program code.

Technical Assistance to Information Technology Professionals: During the inception phase, scope and

requirements are determined and outlined in the system requirements document. During the inception phase, employees will examine/monitor the federal and/or state laws, rules and regulations and translate them into understandable language for use by information technology professionals, and travel to the affected entities to identify and discuss operational problems, what the users want the system to do, needed training, and recommended solutions to be considered. During the design phase, employees review the general design document and the detailed design document that were developed by the information technology professionals to provide input to help tailor the proposed system for use by affected entities. the employees will physically sketch the needed products such as how the individual screens should look, alerts, client notices, reports, forms, and other physical items that will be generated by a user to ensure compliance with federal and/or state mandates for a given human service program and to accommodate the business work flows of the affected entities.

JOB TITLE

Business Analyst

JOB CODE

62711

PAY GRADE

13

EFFECTIVE

09/27/2009

CLASS CONCEPT

The full performance level class works under general direction and requires considerable knowledge of human services, federal & state laws, policies & procedures mandated to carry out provisions of given human services program, public/human relations, interviewing/facilitation, & technical writing in order to provide program technical assistance to information technology professionals in developing scope & requirements outlined in system requirements document &/or review design documents created by information technology professionals, &/or conduct system tests to ensure expected output, &/or assist in data conversion if current system exists, &/or assist in implementation of new/enhanced system with affected entities, &/or provide help desk customer service for assigned process automation project & in addition, keep abreast of changes in program policies pertinent to assigned process automation project. Note: Employee may be involved in one, multiple or all phases of assigned process automation project (e.g., SETS - Support Enforcement Tracking System; ICMS - Integrated Client Management System; SACWIS - State Automated Child Welfare System; FACWIS – Federal Automated Child Welfare System; CRIS-E - Client Registry Information System-Enhanced, or other computer system).

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Business Analyst	62711	12	09/27/2009	13

JOB DUTIES IN ORDER OF IMPORTANCE: (THESE DUTIES ARE ILLUSTRATIVE ONLY. INCUMBENTS MAY PERFORM SOME OR ALL OF THESE DUTIES OR OTHER JOB-RELATED DUTIES AS ASSIGNED.)

Performs any one, multiple or all of following: provides program technical assistance to information technology professionals in developing scope & requirements outlined in system requirements document, &/or in reviewing design documents developed (e.g. general design document; detail design document) by information technology professionals, &/or conducts system tests to ensure expected outcomes, &/or assists in data conversion if current system exists, &/or assists in implementation of new system with affected entities, &/or provides help desk customer service for assigned system,

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Remains current in changes in program policies pertinent to assigned process automation project.

Participates in &/or supplies technical solutions to meet federal requirements (e.g., test deck certification; audit); monitors entities to ensure readiness &/or compliance & assists in preparing corrective action steps; participates in development/revision of program policy & procedures.

Performs related duties as assigned (e.g., attends staff meetings, conferences & training; compiles & generates narrative & statistical reports &/or presentations; maintains logs & files; responds to inquiries from citizens, federal & state legislators, client advocacy groups & other interested parties); participates on special projects.

MAJOR WORKER CHARACTERISTICS:

Knowledge of human services program delivery pertinent to assigned process automation project; federal &/or state laws, rules, regulations & best practice scenarios for human services program delivery pertinent to assigned process automation project; public speaking; technical writing; interviewing/facilitation; job control language*. Skill in operation of personal computer & software programs (e.g., paradox; oracle; quattro pro; word perfect). Ability to define unusual problems, collect data, establish facts & draw complex/technical conclusions; read & comprehend legislative or policy-related materials; create &/or edit technical/instructional materials to be presented in print or oral form to variety of human services personnel; handle routine & sensitive contacts with governmental &/or business officials, &/or general public; work independently or as part of team.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core coursework or 2 years exp. in social or behavioral science, pre-medicine, business administration, public administration, human services as defined in series purpose, or comparable field (note: this required education and/or experience shall not be applied to satisfy one of the following),

AND

In addition, must meet one of the following, whichever is pertinent to process automation project to be assigned:

For Client Registry Information System – Enhanced (CRIS-E) positions, requires 24 mos. recent exp. (i.e., within past 5 years) in delivery of human services that included explaining & applying public assistance laws, policies & procedures mandated by Ohio Department of Job & Family Services & using CRIS-E &/or SETS computer systems; 6 mos. trg. or 6 mos. exp. in operating personal computer & using office system software, that is Microsoft Word, Word Perfect, Paradox, Oracle, Quattro Pro, Excel, Power Point or like software package.

- Or for Integrated Client Management Systems (ICMS) positions, requires 24 mos. recent exp. (i.e., within last 5 years) that provided understanding of basic business work flows in county department of human services, child support enforcement agencies &/or children services agencies that were required to follow policies & procedures mandated by Ohio Department of Job & Family Services & using human services legacy system such as CRIS-E, FACSIS, Medicaid Management Information System (MMIS) &/or SETS; 6 mos. trg. or 6 mos. exp. in operating personal computer & using office system software, that is Microsoft Word, Word Perfect, Paradox, Oracle, Quattro Pro, Excel, Power Point or like software package.

- Or for State Automated Child Welfare System (SACWIS) positions, requires 24 mos. recent exp. (i.e., within past 5 years) in delivery of human services that included explaining & applying child protective services laws, policies

& procedures mandated by Ohio Department of Job & Family Services & using human services legacy system such as CRIS-E, FACSIS, Medicaid Management Information Systems (MMIS), &/or SETS; 6 mos. trg. or 6 mos. exp. in operating personal computer & using office system software, that is Microsoft Word, Word Perfect, Paradox, Oracle, Quattro Pro, Excel, Power Point or like software package.

- Or for Support Enforcement Tracking System (SETS) positions, requires 24 mos. recent exp. (i.e., within past 5 years) in delivery of human services that included explaining & applying child support laws, policies & procedures & child support iv-d regulations mandated by Ohio Department of Job & Family Services & using CRIS-E &/or SETS computer systems; 6 mos. trg. or 6 mos. exp. in operating personal computer & using office system software, that is Microsoft Word, Word Perfect, Paradox, Oracle, Quattro Pro, Excel, Power Point or like software package.

- Or for position involving process automation project for another computer system, requires 24 mos. recent exp. (i.e., within past 5 years) in delivery of human services that included explaining & applying laws, policies & procedures mandated by Ohio Department of Job & Family Services that are pertinent to business work flows for which computer system is being designed & using human services legacy system such as CRIS-E, FACSIS, Medicaid Management Information Systems (MMIS), &/or SETS; 6 mos. trg. or 6 mos. exp. in operating personal computer & using office system software, that is Microsoft Word, Word Perfect, Paradox, Oracle, Quattro Pro, Excel, Power Point or like software package. Note: This option requires the employing agency to develop and have position specific minimum qualifications approved by the Ohio Department of Administrative Services.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May require travel that may include overnight stay.