

BUSINESS SYSTEMS ANALYST MANAGER

APPLICATION DEADLINE IS SATURDAY JUNE 30, 2018 AT 11:59PM

Division: Information Technology
Reports to: Director of Information Technology
Location: Nashville, TN
Full-time/Part-time: Full-time
Salary Grade: 37
Monthly Salary Range Minimum: \$4,511
FLSA Classification: Exempt (03)

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

POSITION SUMMARY: Provides supervisory duties of routine difficulty for all Business Analyst positions in the Information Technology division; performs process improvement and technology needs analysis of considerable difficulty.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

- Directly supervises staff; interviews, hires, and trains employees; makes assignments and monitors work; develops employee skills and encourages growth and development; reviews and evaluates employee performance; addresses workplace issues and provides guidance, coaching, and disciplinary measures for staff; addresses personnel issues in conjunction with appropriate leadership and the Human Resources division.
- Ensures organization's compliance with all State, Federal, or other requirements relative to division software systems by validating requirements and business rules against current laws or regulations.
- Leads the development of policies and procedures relative to business division software systems.
- Recommends to management the need for software enhancements and corrections relative to division software systems
- Leads the design of new computer programs by analyzing business requirements and studying system capabilities in order to write functional and non-functional system specifications.
- Researches system capabilities, constructs workflow charts, process-flow diagrams, screen layouts, or prototypes; writes functional and non-functional system specifications.
- Collaborates with developers and stakeholders for requirements development; engages development staff in the transfer of functional requirements into system design
- Validates resource requirements against project or product needs and develops cost estimate models to acquire project funding and approval (cost analysis/comparison)
- Leads the development of feasibility studies for proposed solutions and presents to project stakeholders
- Facilitates resolution of disagreements between stakeholders when there are conflicting requirements to achieve a common vision that aligns with both division and agency strategic goals.
- Documents current and future state agency business processes to facilitate validation of solution accuracy and completeness
- Identifies opportunities for reuse of solution components across systems to improve efficiency and ensure consistency.

- Researches and evaluates industry trends, best practices, and new technologies in order to integrate knowledge and skills into current and future work systems or projects.

MINIMUM QUALIFICATIONS

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

Education and Experience:

- Bachelor’s degree in information technology, public administration, business administration, or related field.
- Four years of experience in business process analysis, major computer system implementations, change management, and/or major analytical or research studies.
- Two years’ experience in the role of supervisor, manager, or team lead in a computer information systems environment.
- Certified Business Analyst Professional (CBAP) certification preferred.
- Project Management Professional (PMP) certification is a plus.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

Knowledge, Skills, Abilities, and Competencies:

- Ability to effectively manage staff.
- Knowledge of federal or state housing software systems a plus.
- Builds and maintains positive relationships with internal and external constituents.
- Ability to use analytical skills and industry-standard Business Analyst techniques to clarify ambiguous business requirements and requests.
- Strong time management skills; uses time effectively; consistently meets deadlines.
- Ability to handle private, personal information in a confidential manner in compliance with THDA, State of Tennessee and Federal policies and laws.
- Exercises good and consistently fair judgment, courtesy, and tact in dealing with the staff and public in giving and obtaining information.
- Ability to troubleshoot a problem by using a logical, systematic, sequential approach.
- Strong analytical, organizational and decision-making skills.
- Strong interpersonal and verbal/written communication skills.
- Ability to shift among multiple priorities with the direction of a supervisor or other key member of Leadership.
- The ability to work effectively and efficiently within a team environment.
- Documents regularly, thoroughly, accurately, and completely.
- Working knowledge of Object Oriented database-design and programming concepts.
- Computer literate; proficient in Microsoft Word, Excel, Outlook, and the internet; moderately proficient in Crystal Reports; able to effectively adapt to and use other computer systems as needed for daily activities.

Special Demands:

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is occasionally required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER

PLEASE VISIT OUR WEBSITE AT WWW.THDA.ORG AND FOLLOW THE ONLINE INSTRUCTIONS

APPLICATION MUST BE COMPLETE AND RESUME ATTACHED FOR CONSIDERATION