Job Code: 465.7

Job Title: **IT MANAGER – BUSINESS ANALYSIS**

Pay Grade: 32

GENERAL SUMMARY:

The purpose of this position is to optimize business performance by enhancing the alignment between business processes and IT. Manages day-to-day operations of a team responsible for translating business requirements into technical requirements for a department or enterprise IT environment.

RESPONSIBILITIES:

MANAGEMENT: Accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, mentoring, and disciplining team members; developing, coordinating and enforcing systems, policies, procedures, and productivity standards. Maintains high performing staff by recruiting, selecting, orienting, and training team members; maintaining a safe, secure, and discrimination-free work environment; developing personal growth opportunities. Establishes strategic goals that support organizational objectives by gathering pertinent business, financial, service, and operations information; identifying and evaluating trends and options; choosing a course of action; defining objectives; evaluating outcomes. Generally manages IT Leads and other senior technical professionals.

OPERATIONS: Documents business requirements for proposed IT-enabled projects or initiatives. Analyzes business processes to identify improvement opportunities, workflow requirements, etc. Develops technical requirements that will accomplish efficient business processes and necessary reporting. Assesses application and/or system performance to confirm business requirements are achieved. Tests usability of applications and may prepare or test user training documentation.

CUSTOMER SERVICE: Assesses effectiveness of business process improvement initiatives according to business objectives. Functions as business partner; builds business relationships with stakeholder representatives and frequently interacts with to discuss technology and assess customer satisfaction.

TEAM EFFORT: Contributes to business objectives by facilitating IT-driven business process improvement initiatives.

SPECIFICATIONS:

KNOWLEDGE:

Requires a Bachelor's degree in Computer Science, Management and Information Systems (MIS) or a closely related field. Advanced certifications and directly applicable work experience beyond eight (8) years may be considered for substitution of degree requirement.

EXPERIENCE:

At least seven (7) years of technology experience supporting applications or infrastructure for a department or enterprise IT environment that includes two (2) years supervising a technology team.

COMPLEXITY:
Work is non-standardized, complex and varied, and requires interpretation of technical and detailed guidelines, policies and procedures in combination. Advanced analytic ability is needed to gather and interpret data where answers can be found only after detailed analysis of many facts.

IMPACT OF ACTIONS:
Errors in work lead to significant costs and problems, and may have minor impact on the short- term performance of the department. The incumbent generally receives general direction, working from broad goals and policies only. The individual may participate heavily in setting his/her own work objectives, and acts as an advisor to senior business leaders and CIO / Deputy CIO / CTO. Ability to pass and maintain federal security clearances may be required.

SUPERVISION EXERCISED:

Direct Supervision:
Involves scheduling, supervision and evaluation of work, recommends personnel actions, such as hiring, terminations, pay changes of management and senior technical personnel.

Indirect Supervision:
Manages indirect reports associated with multi-discipline project teams and consultants.

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with Managers and Assistant Directors and occasionally with Deputy Directors. Interaction involves considerable explanation and persuasion leading to decision, agreement or rejection on complex issues; diplomacy is required; e.g., problem-solving discussions regarding responsibilities, finance, or work flow or to facilitate service.

External Contacts:
Level of external contact is primarily with prominent persons such as community leaders, business and industry leaders as well as officials of government and financial agencies, media representatives and professional contacts with affiliated organizations. Interaction involves considerable explanation and persuasion leading to decision, agreement or rejection on complex issues that requires diplomacy; e.g., important contacts involving difficult matters of agreements, negotiations and controversies.

PHYSICAL EFFORT:
The position is physically comfortable; the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:
There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

PHYSICAL SKILL:
Requires the ability to make coordinated gross motor movements in response to changing external stimuli within minor demanding tolerances; or the ability to make simple eye/hand movements on a patterned response space within very low tolerance demands.

MISCELLANEOUS:
All duties and responsibilities may not be included in the above job description.

JOB FAMILY: Information Technology – Business Analysis

Technical Track:	**Management Track:**
IT Associate – Business Analysis	--
IT Specialist – Business Analysis	--
IT Professional – Business Analysis	IT Lead -- Business Analysis
Senior IT Professional – Business Analysis	IT Manager -- Business Analysis
IT Architect – Business Analysis	

Effective: November 2015