



STATE OF SOUTH DAKOTA
CLASSIFICATION SPECIFICATION

Application/Business Analysis Series

In this series:

Classification	Class Code	Pay Grade	Civil Service	FLSA
Application/Business Analyst	808404	IT 4	Covered	Non-exempt
Senior Application/Business Analyst	808406	IT 6	Covered	Exempt
Application/Business Project Manager	808408	IT 8	Covered	Exempt
Application/Business Manager I	808419	IT 9	Exempt	Exempt

Purpose of Series

This series captures the breadth and depth of work that focuses on data use for business purposes and on the analytical methods for the transformation of data into business insights. Positions in this series bridge the gap between business decision makers and more technical roles to arrive at business solutions by gathering, preparing, planning, documenting, analyzing, and modeling business requirements.



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Application/Business Analyst	808404	IT 4	Covered	Non-exempt

Role Description

Under general supervision, incumbents typically perform a variety of tasks requiring problem-solving to analyze, develop, and document business processes. The scope of work encompasses one or more projects, agencies, functions and/or business processes.

Example Functions

- Assessing and documenting systems and business requirements, functions, and governance rules.
- Communicating regularly to agency leadership, project management team members and stakeholders.
- Coordinating plans for systems testing, quality assurance and user acceptance testing.
- Extracting data, designing and implementing data models, and interpreting results to identify patterns and apply business context.
- Identifying and reporting issues to the attention of relevant stakeholders and project management.
- Producing artifacts, including user stories and acceptance criteria, story maps, data flows, process flows, etc.
- Translating business requirements into software requirements.

Requisite Knowledge, Skills, and Experience

- Understanding of technical problems and solutions in relation to the current and future business environment.
- Knowledge of business structures, processes and existing systems to use technology in process improvements.
- Understanding State IT Security standards and incorporates that knowledge in the support process.
- Familiarity with industry standards such as Project Management Institute's and International Institute of Business Analysis's bodies of knowledge.



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Classification	Class Code	Pay Grade	Civil Service	FLSA
Senior Application/Business Analyst	808406	IT 6	Covered	Exempt

Role Description

Under Administrative Supervision applies depth of knowledge and skill in complex and varied work situations with limited need for direction. Senior Application/Business Analysts consult with project managers, subject matter experts, technical staff, and stakeholders to identify, define, interpret, integrate, and document business needs and objectives, current operational procedures, problems, input and output requirements, and levels of systems access.

Example Functions

- Assisting and mentoring junior business analysts to understand and document requirements.
- Testing for quality assurance (QA) in projects and applications and validating developed features against requirements.
- Collaborating with developers to implement requirements, provides necessary guidance to testers during QA process;
- Establishing standards for testing, user stories, use case and documentation standards for use in projects.
- Leading the execution of documented test cases and ad-hoc analysis and testing of systems, coordinating testing results, and re-testing as required.
- Operating across multiple projects simultaneously to address production issues and design new applications.
- Partnering with and supporting the Operations, Security, and Development IT teams to ensure that overall strategic goals are achieved.
- Serving as a liaison between users of applications and the developers of applications in the analysis, design, configuration, testing, and maintenance of case management systems to ensure optimal operational performance
- Supporting pre- and post-production release issues, including defect resolution, emergency enhancement requests, and data patching.
- Translating conceptual user requirements into functional requirements in a clear manner that is comprehensible to developers/project team.

Requisite Knowledge, Skills, and Experience

- Strong attention to detail and documentation tracking skills.
- Strong project management, relationship building, and communication skills.
- Understanding and negotiating the needs and expectations of multiple stakeholders.
- Understands technical problems and solutions in relation to the current
- Understands the regulatory and compliance requirements and ensures needs are addressed in the business requirements definition.



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Classification	Class Code	Pay Grade	Civil Service	FLSA
Application/Business Project Manager	808408	IT 8	Covered	Exempt

Role Description

Under Administrative Supervision applies depth of knowledge and skill in complex and varied work situations with limited need for direction. Application/Business Project Managers consult with product owners, subject matter experts, technical staff, scrum teams, and stakeholders to identify, define, interpret, integrate, and document business needs and objectives, current operational procedures, problems, input and output requirements, and levels of systems access. Incumbents use agile or waterfall methodologies, manage projects primarily in the Agile methodology, and act as a buffer between the scrum team and product owner and maintain a safe working environment for the team by helping with conflict resolution.

Example Functions

- Assisting and mentoring entry and senior business analysts to understand and use Agile and Waterfall methodologies, processes and managing projects.
- Organizing the scrum team by using Agile methodology and scrum practices to manage the project.
- Leading the product owner and development team to achieve customer satisfaction.
- Remove impediments and coach the scrum team on removing impediments.
- Help the scrum and development teams to identify and fill in blanks in the Agile framework.
- Resolve conflicts and issues that occur.
- Support the product owner and provide education where needed.

Requisite Knowledge, Skills, and Experience

- Knowledge of project management methodologies such as Scrum, Agile, Waterfall, and DevOps.
- Prior experience on a scrum team leading the project.
- Ability to analyze and think quickly and to resolve interpersonal and technical conflicts.
- Knowledgeable in techniques to fill in gaps in the scrum.
- Experience with successful Agile techniques.
- Ability to work with and lead a team.
- Strong communication, interpersonal and mentoring skills.



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Application/Business Manager I	808419	IT 9	Exempt	Exempt

Role Description

Supervises and manages a team of application/business analysis staff.