CLASS SPECIFICATION

TITLE	GRADE	EEO-4	CODE
BUSINESS PROCESS ANALYST III	38	B	7.655
BUSINESS PROCESS ANALYST II	36	B	7.656
BUSINESS PROCESS ANALYST I	34	B	7.657

SERIES CONCEPT

Business Process Analysts apply an in-depth knowledge of the agency's program areas to define and implement a solution to a given problem that requires an individually tailored response for end-user requirements.

Analyze business processes by maintaining documentation of agency business processes, developing procedural alternatives in the absence of properly operating software, identifying work processes that may be automated, researching and evaluating computer hardware and software needs, defining potential benefits of proposed system or deficiencies to be corrected in the existing system, proposing business process improvements, and defining and documenting data definitions and relationships to be used in the foundation of systems development.

Develop requirements by participating in agency program planning; determining business function and end-user requirements through consultation with end-users, technicians, vendors, management, and others; conducting detailed alternative analyses; developing written requirements for proposed systems and applications; writing technical requirements for grant proposals as required; and preparing documentation for the computer system manual.

Monitor financial aspects of system development by participating in recommending and justifying resource allocations and expenditure decisions, participating in budgeting, preparing purchase requests, tracking and recording expenditures, and tracking project progress and costs.

Test systems functionality by preparing test plans and participating in quality assurance.

Monitor system implementation by participating in procedure development and evaluation, preparing end user procedures, devising and implementing procedure modifications, developing transition plans, developing training material, and participating in training development and presentation for a variety of agency programs and applications.

Analyze the regulatory environment by reviewing new and revised federal and State laws, regulations, and agency policies and interpreting their effect on the program area.

Coordinate with other professional staff by initiating system work requests, assisting staff in developing bridging specifications to program areas that interact with computer processes and output, and working with programmers to test and support implementation of system changes.

Perform related duties as assigned.

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DISTINGUISHING CHARACTERISTICS

Business Process Analysts focus on improving business processes, require agency program specific knowledge and experience, and apply recognized data processing concepts to business process planning and analyses.

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DISTINGUISHING CHARACTERISTICS (cont'd)

Management Analysts focus on financial and regulatory analysis, and budget and management research and improvement.

IT Professionals specializing in applications analysis and development focus on applications analysis, programming, and perform all steps of the systems development life cycle.

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CLASS CONCEPTS

Business Process Analyst III: Under general direction, incumbents train, supervise, and evaluate the performance of subordinate staff and may serve as project leaders with responsibility for defining and managing the project scope and objectives. Non-supervisory positions allocated to this level receive minimal or no technical supervision within their department.

Incumbents are responsible for long range, broad based planning for a variety of complex automated programs and policy development affecting major aspects of the work unit's activities/functions and perform all lower level duties as required.

Incumbents prepare project justifications; manage project funding, resource allocation, timelines, status reports, and implementation plans; implement projects; and review work and provide technical and professional guidance to subordinate staff and contractors.

Business Process Analyst II: Under limited supervision, incumbents perform the full range of journey level duties described in the series concept. Incumbents may serve as a leadworker as assigned.

Business Process Analyst I: Under general supervision, incumbents receive training in the duties described in the series concept or may be permanently allocated at the sub-journey level.

Incumbents apply recognized data processing concepts to business process plans and analyses; develop work/data flow diagrams that illustrate and describe functional processes of the system including identification of required interfaces to external systems/entities; document business and functional requirements for proposed projects; document and review test results to assess the accuracy and completeness of application code; monitor quality assurance for a variety of programs; train staff on the use of the system/software either individually or in a classroom setting; and consult with programmers regarding the technical requirements, logic, and deficiencies of programs.

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MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

* Some positions require a pre-employment criminal history check and fingerprinting.
* Some positions are subject to call-out or call-back.
* Some positions require statewide travel.
* Pursuant to NRS 284.4066, some positions in this series have been identified as affecting public safety. Persons offered employment must submit to a pre-employment screening for controlled substances.

BUSINESS PROCESS ANALYST III

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in business, public administration, management information systems, or other disciplines related to the assignment and

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MINIMUM QUALIFICATIONS (cont'd)

BUSINESS PROCESS ANALYST III (cont'd)

EDUCATION AND EXPERIENCE: (cont'd)
three years of progressively responsible professional experience in a related program area analyzing and interpreting program laws, regulations, policies and procedures, which included two years of experience applying recognized data processing concepts to business process planning and analyses; **OR** one year of experience as a Business Process Analyst II in Nevada State service; **OR** an equivalent combination of education and experience as described above. *(See Special Requirements)*

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Working knowledge of: system documentation principles; data processing concepts including general database, system security, data communication, and multiple platform strengths and weaknesses; business process planning and analysis; at least one formal systems design methodology; practices and procedures required to develop, design, and implement information system-based solutions in a wide range of problem domains. **General knowledge of:** basic principles and practices of training and providing procedural direction to others; project team dynamics; project control techniques, including cost estimating and resource scheduling. **Ability to:** plan, implement, and maintain information systems on an agency-wide basis; perform feasibility studies/cost benefit analysis for information systems; set priorities that accurately reflect the relative importance of department and/or division goals and objectives; logically analyze problems of considerable complexity. **Skill in:** researching, writing, and presenting program plans, complex narrative and statistical reports, and requests for proposals; interpreting and applying broad statutes and regulations to specific situations; establishing and maintaining project priorities, timelines and completion dates; providing technical and professional guidance to staff; *and all knowledge, skills and abilities required at the lower levels*.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
Working knowledge of: State purchasing procedures; principles of training, coaching, and supervision if applicable to the position.

BUSINESS PROCESS ANALYST II

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in business, public administration, management information systems, or other disciplines related to the assignment and two years of professional experience in a related program area analyzing and interpreting program laws, regulations, policies and procedures, which included one year of experience applying recognized data processing concepts to business process planning and analyses; **OR** one year of experience as a Business Process Analyst I in Nevada State service; **OR** an equivalent combination of education and experience as described above. *(See Special Requirements)*

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Working knowledge of: a variety of end-user tools and applications; principles, practices, and procedures required to design and implement information systems-based solutions. **General knowledge of:** automated systems logic; data processing concepts including general database, system security, data communication, and multiple platform strengths and weaknesses; accepted practices and methods used in designing program reviews and evaluations; at least one formal systems design methodology; principles, practices and procedures required to develop, design, and implement information system-based solutions in a wide range of problem domains. **Ability to:** perceive and define cause and effect relationships in business processes and automated systems; troubleshoot computer operating problems; analyze organizational and administrative programs, policies and procedures and prepare plans for revision; coordinate the exchange of information and opinions with others to formulate policy and procedures; apply multiple, complex program regulations, policies and procedures and select alternative methods that affect the manner and speed with which program activities occur; interpret and apply broad and ambiguous statutes and regulations; compute ratios, rates, and percentages; decompose problems into constituent parts; interview users to identify needs; make decisions

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MINIMUM QUALIFICATIONS (cont'd)

BUSINESS PROCESS ANALYST II (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): (cont'd)
and use independent judgment (independently choose appropriate action after reviewing alternatives). **Skill in:** working with computer programming staff to test and implement computer systems changes; analyzing information, problems, or practices to identify relevant concerns, patterns, tendencies, and relationships, and formulate logical conclusions; writing concise, logical, grammatically correct analytical reports; speaking on a one-to-one or group basis using appropriate vocabulary and grammar to obtain information, explain policies and procedures, and persuade others to accept or adopt a specific opinion or action; negotiating and exchanging ideas, information, and opinions with others to formulate policies and procedures and reach consensus; organizing materials, information and resources systematically to optimize efficiency; developing, analyzing and interpreting program requirements for management or other agency staff; *and all knowledge, skills and abilities required at the lower level*.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
Working knowledge of: departmental policies and procedures related to the program area.

BUSINESS PROCESS ANALYST I

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in business, public administration, management information systems, or other disciplines related to the assignment and one year of professional experience analyzing and interpreting program laws, regulations, policies and procedures, which included experience applying recognized data processing concepts to business process planning and analyses; **OR** an equivalent combination of education and experience as described above. *(See Special Requirements)*

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Working knowledge of: modern computer hardware and software. **General knowledge of:** principles, practices, and procedures required for designing and implementing information systems-based solutions; a variety of end-user tools and applications; sources of information and research techniques; problem-solving methods. **Ability to:** communicate effectively orally and in writing; logically analyze problems of limited complexity; maintain effective working relationships with others; analyze data and reach logical conclusions; write grammatically correct business correspondence; read and understand technical information.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills, and Abilities required for Business Process Analyst II.)

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this series.

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	8/11/06PC	8/11/06PC	8/11/06PC
REVISED:	3/20/15PC	3/20/15PC	3/20/15PC