

## Business & Technology Applications Analyst

**Role Summary:** This is technical and analytical work in developing, designing, and/or supporting applications for the business, research, and/or instructional functions of clients. Employees participate in the development of solutions using programming expertise for day-to-day problems to include maintenance, modification or development of complex inter-related applications/solutions. Solutions link technical knowledge with business, research and/or instructional solutions and may range from consulting services (software or hardware recommendations) to developing integrated-automated systems. Duties include client needs assessment as well as evaluating hardware availability and software requirements. Employees should be able to work independently with minimal supervision.

<b>Competency</b>	<b>Definition</b>
Communication	Clearly conveying verbal, non verbal (sign language, body language, gestures), or written information and ideas to individuals or groups to ensure that they understand the message. Listening and responding appropriately to messages from others.
Consulting	Providing guidance, advice and counsel to others in a particular area of expertise.
Customer Service	Developing and maintaining strong relationships with customers by listening and understanding the customer and responds to identified needs.
Organizational Awareness	Understanding the organization's mission, the function of the specific work unit and how they work with other work units to serve the customer.
Planning/Organizing	Establishing courses of action for self and others to ensure that work is completed efficiently.
Project Management	Providing oversight for a formal project that establishes a set of tasks and activities associated with an intended outcome and timeline.
Technical Support	Identifying problems, determining possible solutions, and taking action to resolve the issues.
Teamwork	Actively participating as a member of a team to move toward the completion of goals.
Technical Solution Development	Possessing a satisfactory level of technical and professional skill or knowledge in position-related areas and keeping up with current developments and trends in areas of expertise.

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Communication	<p>Conveys ideas in a clear manner using terminology that is easily understood by the customer.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> <li>• <i>Communicates with the clients almost daily, about problems, questions, technical issues, etc.</i></li> </ul> <p>Communicates in methods appropriate to the situation or audience.</p> <p>Uses correct grammar, punctuation, and spelling to communicate basic information (verbal and written).</p>	<p>Interprets information and seeks clarification.</p> <p>Seeks input and ensures mutual understanding.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> <li>• <i>Collaborates/networks with other facilities to solve similar problems</i></li> <li>• <i>Communicates potential problems to and seeks information from clients to enhance problem solving and improve outcomes</i></li> </ul> <p>Presents information to the client in a manner that ensures communication is clear.</p> <p>Explains programs, policies and procedures using terminology that is easily understood by the customer.</p> <p>Uses a style (formal, informal) that is appropriate for the listener, group, or reader. Adapts delivery based on the situation and audience.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> <li>• <i>Coordinates setting up the test system</i></li> </ul>	<p>Structures message in keeping with listener's experience, background and expectations; uses terms, examples, and analogies that are meaningful to the listener.</p> <p>Understands the underlying dynamics of situations and adapts communication style.</p> <p>Translates advanced technical issues into layman's terms for non-technical users.</p> <p>Uses persuasion and negotiation to build cooperation and consensus towards decisions.</p>

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Consulting	<p>Offers suggestions to resolve problems or issues.  <i>Examples:</i></p> <ul style="list-style-type: none"> <li>• <i>Gives consulting to Peers on a daily basis (technical and system)</i></li> <li>• <i>Conveys technical information to clients and promotes understanding of relevant issues.</i></li> </ul> <p>Determines client needs and effectively communicates back to technical experts.  <i>Example:</i></p> <ul style="list-style-type: none"> <li>• <i>Evaluates areas where automation can possibly benefit the staff or patients in interaction with Information Resource Manager.</i></li> </ul> <p>Acts as technical resource to others within work specialty.</p>	<p>Works collaboratively with customer/clients to identify issues and alternative technical solutions.  <i>Examples:</i></p> <ul style="list-style-type: none"> <li>• <i>Performs systems analysis, evaluates and modifies current system process, identifies and recommend resolutions to problems, and defines application requirements working closely with departmental management and end users.</i></li> </ul> <p>Conducts research, identifies relevant tools, seeks expertise of higher level technicians and analysts to resolve technical problem.</p> <p>Seeks feedback and/or evaluates project or service to determine if customer needs were met.</p>	<p>Consults with clients on issues and requests that require the implementation or creation of a custom solution.</p> <p>Regularly provides expertise and counsel to internal/external customers.  <i>Example:</i></p> <ul style="list-style-type: none"> <li>• <i>Acts as a technical resource to other unit's development and implementing customized .NET solutions.</i></li> </ul> <p>Analyzes and incorporates market and industry trends and best practices in areas of technology. Advises decision -makers regarding impact of such on long-range strategic goals.</p> <p>Understands relationships and dynamics of information technology on the organization and its service delivery.</p>
Customer Service	<p>Demonstrates a customer first attitude.  <i>Examples:</i></p> <ul style="list-style-type: none"> <li>• <i>Demonstrates willingness to help others, respond to client questions and requests</i></li> <li>• <i>Understands others needs</i></li> </ul>	<p>Develops relationships/partnerships with customer by responding to needs and exhibits a sense of urgency</p> <p>Takes on extra responsibilities to ensure customer satisfaction.</p>	<p>Mentors peers in establishing customer relationships.</p> <p>Seeks out issues that would impact customer service before they become problems.</p>

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	<p><i>and priorities</i></p> <p>Demonstrates a sense of ownership of problems</p> <p>Establishes positive relationships with customer contacts.</p> <p>Demonstrates a sense of urgency in dealing with customer problems. <i>Example:</i></p> <ul style="list-style-type: none"> <li>• <i>Provides on-call support for the system at night and weekends.</i></li> </ul>	<p>Promotes positive customer service attitude among peers.</p> <p>Independently identifies options, develops solutions and takes action when responding to customer needs. <i>Examples:</i></p> <ul style="list-style-type: none"> <li>• <i>Uses skills to assist clients with tactical and strategic automation planning</i></li> <li>• <i>Provides technical support for some vendor products (Dream weaver, File Aid, Zeke, Zebb, etc.)</i></li> <li>• <i>Assists users in various departments to utilize custom applications, off the shelf software, and the Internet, to their fullest abilities.</i></li> </ul> <p>Assesses or checks with customer to ensure solution meets need.</p>	<p>Looks for ways for self and others to optimize service delivery in meeting customer needs.</p> <p>Identifies ways to streamline processes and link resources for efficient and effective customer service.</p>
Organizational Awareness	<p>Understands how primary duties/purpose of the position contributes to accomplishing the goals of the work unit.</p> <p>Understands the basic mission of the organization and work unit.</p> <p>Begins to recognize how work units work together.</p>	<p>Understands the primary duties/purpose of the work unit and how the unit contributes to accomplishing the goals of the organization.</p> <p>Understands how individual decisions impact the achievement of the organization's goals.</p> <p>Understands the formal as well as informal relationships within the organization.</p>	<p>Considers the impact of work products, outcomes, organizational changes on other parts of the organization. <i>Example:</i></p> <ul style="list-style-type: none"> <li>• <i>Participates in Performance Improvement committee meetings, providing consultation on issues that may require custom solutions</i></li> </ul>

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		<p><i>Examples:</i></p> <ul style="list-style-type: none"> <li>• <i>Assists the Information Resource Manager in maintaining up to date disaster recovery and system contingency plans that would address the continuation and restoration of services in a timely manner in the event of equipment failure or natural disaster.</i></li> <li>• <i>Reviews the system for needed improvements.</i></li> <li>• <i>Provides and tests disaster recovery support and improvements to the process</i></li> <li>• <i>Assists the Information Resource Manager/HIPAA Security Officer in developing and implementing policies and procedures for managing the security of electronic PHI.</i></li> </ul>	<p>Communicates goals, mission and priorities of the organization when interacting with others.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> <li>• <i>Serves as Information Resource Manager in their absence including attending meetings</i></li> </ul> <p>Identifies changing organizational needs and adapts service delivery accordingly.</p> <p>Able to describe the services provided by the work unit.</p> <p>Identifies the functions and relationship of work units to each other.</p>
<p>Planning &amp; Organizing</p>	<p>Works independently on assigned tasks.</p> <p>Sets own work schedule and monitors progress against defined parameters.</p>	<p>Works independently and assesses project/assignment requirements.</p> <p>Organizes and follows complex and/or detailed technical procedures</p> <p>Manages time to accomplish</p>	<p>Identifies critical activities and tasks needed to complete work.</p> <p>Creates ad hoc work groups to analyze problems, seek solutions and communicate solutions effectively.</p>

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	<p>Understands objectives and priorities related to activities and tasks.</p> <p>Recognizes and obtains required equipment and/or materials that are needed to do the job.</p>	<p>complex tasks within established timeframes.</p> <p>Sets objectives and prioritizes activities and tasks; adjusts priorities when appropriate.</p> <p>Devises alternative solutions when obstacles or problems arise. <i>Example:</i></p> <ul style="list-style-type: none"> <li>• <i>Responds to challenges with facts and handle controversial situations in a positive manner.</i></li> </ul> <p>Identifies and secures equipment, materials, and/or training needed to perform tasks. <i>Example:</i></p> <ul style="list-style-type: none"> <li>• <i>Identifies, requests, acquires, and allocates resource needs to support team's work.</i></li> </ul>	<p>Develops timelines for project or task completion.</p> <p>Plans for appropriate allocation of time (incumbent and others) for completing tasks and projects to avoid scheduling conflicts.</p> <p>Plans and organizes day-to-day work of other technicians and/or analysts</p> <p>Ensures that required equipment, material and/or training are available for self and others.</p>
Technical Support	<p>Troubleshoots problems according to standard operation procedures by probing user for information relevant to solving problem and effectively using available tools in systems analysis.</p> <p>Applies a methodical and logical approach to problem solving.</p> <p>Implements standard diagnostics and problem resolution actions</p>	<p>Identifies problems requiring in-depth analysis. Documents solutions for future reference.</p> <p>Integrates knowledge of technical features and skills from a range of technologies to address work assignments. <i>Examples:</i></p> <ul style="list-style-type: none"> <li>• <i>Analyze complex situations, problems, or information into logical components to suggest</i></li> </ul>	<p>Interacts with and serves as a key resource in solving problems of high complexity to other analyst and technicians.</p> <p>Develops solutions that address the origin of the problem thus eliminating recurrence.</p> <p>Detects trends and cause-effect relationships.</p>

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	<p>after determining problem.</p> <p>Appropriately describe information provided by customer for higher level programming support, if necessary.</p>	<p><i>modifications to prevent future problems.</i></p> <ul style="list-style-type: none"> <li>• <i>Monitors project activity and tracks progress against schedules.</i></li> </ul> <p>Identifies recurring problems and assists in developing solution.</p>	<p>Demonstrates knowledge of other technology areas and integrates into the development of solutions.</p> <p>Makes suggestions for technical modifications to prevent future problems to lower level analysts or client representatives.</p> <p>Develops and implements information technology solutions to enhance organizational success.</p>
Project Management	<p>Manages one component, module, or task of an established large scale project.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> <li>• <i>Gives high level estimates on potential projects.</i></li> <li>• <i>Provides clients guidance on new projects.</i></li> </ul> <p>Manages all components of moderate size project.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> <li>• <i>Issues detail designs on projects.</i></li> <li>• <i>Issues statements of work for projects (SOW).</i></li> <li>• <i>Peer review/walk through of programs detail design and techniques to be used.</i></li> <li>• <i>Establishes project plan.</i></li> </ul> <p>Ensures timely completion of</p>	<p>Manages one module of a larger project or responsible for projects of limited to medium complexity.</p> <p>Manages projects by establishing timelines and milestones.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> <li>• <i>Schedules resources and develops time estimates to complete IT projects.</i></li> </ul> <p>Solves problems that arise during project completion.</p> <p>Manages daily workload in conjunction with project objectives.</p> <p>Works with and manages those assigned to project team (supervisory relationship may or may not exist).</p>	<p>Manages complex projects with far reaching impact; manages multiple complex projects simultaneously.</p> <p>Collaborates with others to avoid or overcome problems and obstacles.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> <li>• <i>Coordinates projects with Technical Support (i.e. possible new databases, or changes to existing databases).</i></li> <li>• <i>Coordinates projects with all the other systems that could be affected (i.e. interfaces).</i></li> </ul> <p>Direct the work of others with some latitude on actions and decisions.</p>

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	<p>assigned tasks by adhering to time schedules and deadlines.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> <li>• <i>Completes projects within authorized deadlines and informs supervisor if unable to adhere to specified deadline.</i></li> </ul>	<p><i>Examples:</i></p> <ul style="list-style-type: none"> <li>• <i>Coordinates projects within the team.</i></li> <li>• <i>Keeps clients and DIRM support units involved throughout the project life cycle.</i></li> </ul> <p>Periodically reviews project resources and ensures resources are used appropriately.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> <li>• <i>Completes projects within authorized and applicable budget allocations.</i></li> <li>• <i>Reports project status to client and DIRM management.</i></li> <li>• <i>Updates track record with project information.</i></li> <li>• <i>Provides timely project status to clients.</i></li> </ul> <p>Negotiates new or revised project timelines and/or outcomes.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> <li>• <i>Negotiates schedule conflicts and adjusts scope, schedule and/or resources as needed.</i></li> </ul> <p>Evaluates successful and unsuccessful outcomes and implications of each.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> <li>• <i>Supervises system test for projects</i></li> <li>• <i>Provides post implementation review.</i></li> </ul>	<p>Solicits and incorporates input and support from project sponsor.</p> <p>Leads implementation efforts to project completion.</p> <ul style="list-style-type: none"> <li>• <i>Coordinates with the Schedule and Control Section to implement new projects (new jobs, and changes to existing jobs).</i></li> </ul>

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Teamwork	<p>Interacts as a productive team member on a project team.</p> <p>Actively contributes to team: offers suggestions, opinions, and information.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> <li>• <i>Functions as a team member in monitoring network and host services to insure proper functionality as well as managing network IDs and end user security related tasks.</i></li> </ul> <p>Considers ideas of other team members; supports team decisions.</p> <p>Accepts responsibility for actions.</p>	<p>Encourages input from team members.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> <li>• <i>Recognizes employees and thanks them for their efforts</i></li> <li>• <i>Voices personal opinion tactfully and asks others' opinions to assure all ideas are considered.</i></li> <li>• <i>Communicates potential problems to and seeks information from team members/clients to enhance problem solving and improve outcomes.</i></li> </ul> <p>Understands the dynamics of teams: values and uses individual differences and talents of team members.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> <li>• <i>Shares knowledge and experience to reach common goals.</i></li> </ul> <p>Identifies barriers and resources to achieve team goals.</p> <p>Able to constructively resolve conflict between team members or with other teams.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> <li>• <i>Takes action to resolve interpersonal conflicts and enhance cooperation when dealing with problem relationships.</i></li> </ul>	<p>Integrates teamwork philosophy into program development and strategic planning.</p> <p>Leads team efforts and assesses the skills and strengths of individuals on the team.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> <li>• <i>Manages programmers on projects.</i></li> </ul> <p>Proactively models commitment of team decision-making processes.</p>

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<p>Technical Solution Development</p>	<p>Develops logical flow of simple applications.</p> <p>Designs input/output and file specifications.</p> <p>Demonstrates understanding of technology principles and theories behind applications systems analysis and programming.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> <li>• <i>Understands and shows competency in applying knowledge, skills and required to complete tasks.</i></li> <li>• <i>Follows Division methodology, standards, and procedures.</i></li> </ul> <p>Performs a variety of recurring and related tasks or functions utilizing established processes.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> <li>• <i>Ensures that all applications and data located on the LAN are securely located on backup media.</i></li> <li>• <i>Oversees resolution of production interrupts or abnormal outputs in a timely manner.</i></li> <li>• <i>Writes program specifications.</i></li> </ul>	<p>Demonstrates an understanding of the general principles and practices associated with the work performed to work on most phases of applications systems analysis and programming without guidance.</p> <p>Applies technical knowledge to standard and non-standard tasks to solve moderately complex problems. Considering available resources.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> <li>• <i>Assists in maintaining accurate documentation of all server-based applications, associated server configuration issues and installation procedures to assure prompt restoration of the network-based applications in the event of system failure.</i></li> <li>• <i>Assists in selection of computing equipment, software, and supplies.</i></li> <li>• <i>Performs systems analysis to document processes and determines if an area can benefit from automation and whether the application should be purchased or developed in-house, or if a combination of both is required to meet the need.</i></li> </ul>	<p>Demonstrates a high technical knowledge of principles, theories, and practices pertinent to applications systems analysis and programming and organization to regularly assist management in changes.</p> <p>Applies and interprets technical knowledge by devising or modifying procedures to resolve unique or highly complex problems.</p> <p>May serve as a key resource within the work group and investigates, researches, and implements new technologies in specialty or related area.</p> <p>Directs, coaches, and provides direction to others (i.e. technicians and analysts) regarding application and interpretation of technical issues.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> <li>• <i>Assist other agencies/hospitals with installation and implementation of in-house applications being considered for use in hospitals.</i></li> <li>• <i>Identifies when changes in system processes are required as a result of</i></li> </ul>

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	<ul style="list-style-type: none"> <li>• <i>Optimize production jobs to run better and faster.</i></li> </ul> <p>Resolves problems of limited complexity and/or refers to appropriate technical experts.</p> <p>May require some guidance to develop applications.</p>		<p><i>automation and assists department managers and end users with implementing new process that meets all standards (CMS, JCAHO, HIPAA, etc.)</i></p>

**Minimum Training and Experience:**

Graduation from a four-year college or university with nine semester hours in programming and one year of experience in business applications, consulting or development. Experience in the field of work related to the position's role may be substituted on a year-for-year basis.