

Job 5: Administrative Specialist 1: Office of the Strategic Director, The North Carolina Office of Vital Records – Business Analyst Intern

Job Responsibilities and Deliverables

The *Business Analyst Intern* would be responsible for any of the following:

- Contribute to planning, design, development, and deployment of mobile / web applications
 - Working with internal and external resources, external vendors, to ensure all information is accurate
 - Assume role in business unit and strategic planning cycle
 - Develop and present results of analysis and business plans to management
 - Provides analytical support for the office on a broad range of topics that may include operations, strategy, technology development, process improvement, and quality improvement
 - Assists in the evaluation of opportunities and development of short-, medium- and long-term strategic planning, sensitivity analysis and key operational excellence measures
 - Develops and prepares materials for presentations and reports
 - Demonstrated strong verbal and written communication skills
 - Demonstrated ability to exhibit initiative and professionalism
 - Demonstrated ability to manage multiple priorities with a strong attention to detail
 - Proven ability to partner with internal customers and external vendors
 - Proven ability to work in a high paced environment
 - Demonstrated strong troubleshooting and problem solving skills
 - Demonstration of creativity, innovation and ability to think outside of established guidelines
- Demonstrated strong verbal and written communication skills

Management Preferences

Student enrolled in a Business Administration, Management Information Systems, Industrial Engineering, Public Administration, or related programs at a Historically Black College or University (HBCU), or Minority Serving Institution (MSI) located in North Carolina.

Preferred Knowledge, Skills and Abilities / Competencies

- Ability to work on-site **20 hours per week (In-person only)**, Monday Friday between the hours of 8 am and 5 pm.
- Able to articulate value propositions from both a business and technical perspective.

- Experience with analyzing and documenting processes and requirement specifications.
- Ability to assist with analyzing current processes, improvements, and procedures that create future configurations which lead to gains in efficiency and cost savings.
- Ability to transfer knowledge and other important or relevant information to stakeholders and end users.
- Matrix facilitation skills for, client and other involved parties/resources.
- Ability to participate in the project to deliver the proposed and agreed upon solution.
- Understanding of general IT architectural principles, technical designs and specifications.
- Excellent verbal and written communication skills including the ability to interact and communicate effectively with non-technical clients.
- Ability to think analytically and problem solve.
- Ability to communicate effectively with all levels in the organization.
- Understanding business requirements and translating them into specific software requirements.
- Experience with evaluating information harvested through surveys and workshops, task analysis and business process description.

Minimum Education and Experience Requirements

High school diploma or General Educational Development (GED) diploma and two years of related administrative experience; or equivalent combination of education and experience.