



TEXAS DEPARTMENT OF LICENSING & REGULATION
920 Colorado, 7th Floor
Austin, Texas 78701
(512) 463-7184, Fax (512) 475-3377
Human.Resources@tdlr.texas.gov

JOB POSTING
Information Technology/ Software Development Services
IT Business Analyst II
Business Analyst
\$61,044- \$67,488 annually
\$5,087- \$5,624 monthly

Posting No: 0612-22

Opening Date: 06/27/22

Group: B25

Position: 78,411

Closing Date: UNTIL FILLED

Job Description

The Information Technology Business Analyst is selected by and responsible to a Manager of Software Development Services and performs complex business analyst work to improve the quality of information technology solutions to meet the agency's business needs. The Analyst works closely with Information Technology (IT) staff and business users to analyze user requirements, provide project estimates, and perform detailed design, coding and testing of approved solutions. The Analyst works under general supervision with considerable latitude for the use of initiative and independent judgment and performs related duties as assigned, including participating in extensive opportunities to acquire additional skills in support of IT needs. Occasional weekend and evening or on-call work may be required. Minimal travel may be required.

Essential Duties

- Business Analysis work: Gathers, analyzes, and documents user requirements, business processes, and problems to automate or improve existing systems; elicits and documents business needs for new systems.
- Analyzes program policies and procedures to determine their effect on automated systems and system functional areas.
- Facilitates the service request life cycle through customer-related service request responses, business requirements coordination, technical specifications and related artifacts review, and monitors system integration and user acceptance testing prior to implementation.
- Develops and/or reviews complex system documents to convey business requirements and support efficient system design.
- Develops, documents, and revises system design procedures, test procedures, and quality standards.
- Monitors the maintenance and enhancement of complex computer systems to ensure proper functionality.
- Participates in user acceptance testing and testing of new system functionality.
- Identifies potential project risks and difficulties, and designs strategies to mitigate or avoid them.
- May review complex project deliverables such as project charters, design documentation, test plans, and risk assessment plans; and may provide comments and suggestions to document owners.
- Builds strong relationships with Information Systems and business partners.
- Performs related work as assigned.
- May provide or participate in the training of staff prior to the implementation of technical systems and provides user and technical support during and after the implementation process.
- Complies with division and/or agency training as required.
- Demonstrates a spirit of teamwork, offering positive and constructive ideas, encouragement, and support to other members of the staff and team, while upholding the Agency's core values.
- Keeps management appropriately informed of ongoing activities and critical matters affecting the operations and well-being of the applications, systems, and the Department.
- Adheres to all Department procedures and personnel policies and performs other related work as assigned and required to maintain Division operation.

Minimum Requirements

Four (4) years of experience in IT business analysis and design work is required. Graduation from an accredited four-year college or university with major coursework in business administration, computer science, management information systems, or a related field is generally preferred and may substitute for two (2) years of the experience requirement.

Strongly preferred experience:

- In analysis, design, development, and implementation of an electronic licensing or similar system.
- With requirements gathering tool – MS Project, Jira, etc.
- Certified Business Analysis Professional (CBAP) Certification.

Preferred experience with:

- Microsoft Products: Teams, Planner, Office 365 apps
- Visio, Whiteboard

Experience that is helpful:

- Microsoft Power Platform Applications
- Training others in the use of new or updated system design

Veterans, Reservists or Guardsmen with an MOS or additional duties that fall in the fields of 25B Information Technology Specialist, IT- Information Systems Technician, CY B10 Cyber, 0671 Data Systems Administrator, 3D0X2 Cyber Systems Operations or other related fields pertaining to the minimum experience requirements may meet the minimum qualifications for this position and are highly encouraged to apply.

Additional Military Crosswalk information can be accessed at:

https://hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_InformationTechnology.pdf

Remarks

The successful candidate will have: Knowledge of software development life cycle and systems development life cycle concepts; business and management principles involved in strategic planning, resource allocation, leadership technique, production methods, and coordination of people and resources; and project management principles and practices. Skill in business analysis methodologies; analyzing and evaluating complex information technology applications, policies, and issues; and developing creative and workable solutions to complex problems and issues. Ability to analyze and interpret technical information, including regulations, policies, and automation system documentation/specifications; to communicate in writing; to translate user/business needs into a technical style; to communicate technical instructions to system users; to analyze, evaluate, and integrate business rules into system requirements; to exercise sound judgment in making critical decisions; and to communicate effectively.

Applications may be downloaded from TDLR's website <https://www.tdlr.texas.gov/employ.htm>.

E-mail or fax applications to: TDLR, Human Resources Office, Austin Texas 78711, Fax (512) 475-3377.

E-mail Human.Resources@tdlr.texas.gov. **Resumes will not be accepted in lieu of State Applications.**

Applications not completely filled out may be rejected. Only typed applications will be considered.

This job is not covered by the Fair Labor Standards Act (FLSA).

TDLR IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

TDLR participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each new employee's Form I-9 to confirm work authorization.

TDLR provides a total compensation package that enables us to attract, motivate, and retain highly skilled and talented employees, including a merit system, full use of salary ranges, performance awards, retention and recruitment bonuses.

In compliance with the Americans with Disabilities Act (ADA), TDLR will provide reasonable accommodation during the hiring and selection process for individuals with a disability. If you need assistance completing the application, contact TDLR Human Resources at 512-463-7184. If you are contacted for an interview and need accommodation to participate in the interview process, please notify the person scheduling the interview

