MESSA is deeply committed to diversity and inclusion in its hiring practices. We are an affirmative action, equal opportunity employer. People of color, women, and members of other historically marginalized social identity groups are encouraged to apply.

MS 15-22-23

DATE OF POSTING: December 7, 2022

TERMINATION DATE FOR APPLICATION: December 14, 2022

POSITION: **ITSS BUSINESS ANALYST**

COMPENSATION/BENEFITS: Per SSA Contract
Grade K

STAFF RELATIONSHIP: Responsible to Mei Lim
Senior Product Manager

EMPLOYMENT DATE: January 1, 2023

SEND APPLICATION AND RESUME TO: **Human Resources Department**
Michigan Education Association
1350 Kendale Blvd., P.O. Box 2573
East Lansing, MI 48826-2573

<u>BASIC PERFORMANCE EXPECTATIONS</u>:

ITSS Business Analysts are the liaison between business users, the information technology department and/or external clients/vendors.

ITSS Business Analysts must have the skills to:
- apply logical analytical thought to a business issue
- provide expertise in the modeling/mapping of business processes to deliver as-is/to-be business processes
- provide input on feasibility of project as to how realistic the requirements are in terms of effort and time
- identifying what data the business currently has and what data would be necessary for testing
- be well versed in project management practices and principles
- have a sound and detailed understanding of application and/or infrastructure technology and principles
- employ the change management processes
- manage user expectations

ITSS Business Analysts are responsible for analyzing the business needs of their clients and stakeholders to help identify business problems and propose solutions taking requests from a high level in clear and detailed requirements.

Under the direction of Project and IT Managers, ITSS Business Analysts work with sponsors and IT teams to develop the overall project vision, collaborate with vendors, partners and subject matter experts to establish the product concept, analyze business and information technology needs and translate them into project requirements along with process changes.

They must know, stay abreast of, and effectively use fundamental analytical concepts, industry best practices, and company procedures to ensure the quality and integrity of the technology used by MESSA and to ensure that it meets the stated business objectives.

Work includes, but is not limited to, facilitation of meetings, preparing and submitting notes and tasks from facilitated meetings, gathering requirements, documenting requirements, assisting with test planning and test case development, analyzing data requirements for testing, and managing user expectations.

ASSIGNED DUTIES:

Planning, Scoping and Facilitation

Facilitate meetings and lead work sessions.

Act as a team lead on designated projects, support issues and associated remediations.

Assist in developing project concept requests, feasibilities and project proposals.

Assist in the preparation of project documentation.

Work independently with subject matter experts and, under the direction of Project and IT Managers, define concepts and technology vision that meets the needs of the project.

Identify, estimate and develop schedule of activites and tasks.

Work with technology vendors and project managers to plan project logistics and coordinate team tasks.

Work with the project team to prepare for project implementations by identifying readiness tasks; conducting regular and daily standup meetings; preparing announcements, maintenance windows, process changes, training, implementation, support plans, etc.

As needed, develop contingency and disaster recovery plans in order to maintain operations during downtime and/or major disasters. Test such plans with various operational and support groups within the organization.

As needed, assist in technical project portfolio planning, maintenance and reporting.

Requirements Elicitation, Analysis, Management and Communication

Elicit, gather and maintain business, functional or technical requirements using contemporary techniques such as product backlog, user stories, persona development, requirements or traceability matrices.

Facilitate the negotiation of requirements amongst multiple stakeholders.

Create, analyze and validate detailed functional specifications.

Facilitate design sessions with the implementation team to define solutions.

Identify and document elements of system design, including data migration rules, business rules, wireframes, mockups, report specifications or other detailed deliverables.

Identify and document current and future state business processes.

Document business needs, capability gaps, proposed workflows and solutions.

Help business stakeholders envision the future and how their work will need to change to support the future.

As needed, design, create, deploy and maintain processes and procedures.

Communications

Proactively communicate and collaborate with vendors, partners and internal clients.

Maintain positive working relationships with internal and external clients.

Risk Identification, Analysis and Response Planning

Identify issues, risks and scope creep with potential solutions and submit them to the IT or Project Manager.

Coordinate with project teams, vendors, partners and business units to address interdependencies and resolve issues.

Solution Assessment, Quality Planning, Testing and Validation

Develop, execute or oversee the development and execution of test plans, test cases, use cases and user acceptance testing for complex systems.

Analyze data needs for testing of vast systems for all areas of the business. Extract and prepare test data as needed.

Verify requirements and acceptance criteria are addressed.

Track and address pre and post release defects.

Develop and execute or oversee the development and execution of training documents and "train the trainer" sessions.

Mentor team members on all of the above items.

Perform other job-related duties as assigned.

MINIMUM REQUIREMENTS:

Bachelor's Degree in computer information systems, computer science, business, or related field OR an associates degree in a information technology related field and two years of related and progressively more responsible or expansive work experience in the information technology field.

In addition to the above, a minimum of three years experience as a Business Analyst working in four or more of the following areas – major system implementation, business process improvement, programming, systems support, business case development and analysis, software testing, and project management.

Demonstrated interpersonal skills, written and oral communication skills, meeting facilitation skills, and interviewing skills.

Demonstrated ability to communicate efficiently and effectively with a wide range of personnel (users, IT staff, and vendors).

Demonstrated conflict resolution/negotiation skills.
Demonstrated experience with systems development lifecycle (SDLC), gathering and documenting requirements, documenting existing systems and/or processes, documenting to be systems and/or processes, test planning, test case development, use case development, collect and analyze metrics, project management and change management concepts, risk management, relational database concepts.

Demonstrated creative problem solving skills.

Demonstrated ability to multi-task, and address multiple projects concurrently.

Demonstrated excellent time management skills

February 6, 2018