



UNIVERSITY OF NORTH CAROLINA WILMINGTON

Business Systems Analyst *Competency Profile*

DESCRIPTION OF WORK:

The principle role of the Business Systems Analyst is to plan, design, examine, analyze, develop, implement, administer and monitor business and program processes, operation systems and efficient business and financial systems. Employees evaluate business and program application systems’ functionality to identify gaps, measuring the solution impact to business operations. Employees design business and program systems solutions by identifying and evaluating options; resolving solution issues; serving as a liaison between the business and the project team to improve productivity; development and delivery of training. Employees apply project management methodology. Develop expertise in one or several business areas and their integration points, and contribute to strategic planning of systems and technology directions.

ROLE DESCRIPTIONS BY COMPETENCY LEVEL		
Contributing	Journey	Advanced
<p>Positions at this level identify business systems solution requirements by analyzing work processes and operations and evaluate business and information systems functionality. Evaluates information systems functionality to develop and design systems solutions. Creates cost-benefit analyses; identifies resource allocations and equipment costs; creates problem escalation plans; manage reporting processes and establish timelines and milestones. Assists and maintains delivered solutions. Develops expertise in one or several business areas</p>	<p>Positions at this level analyze, documents and recommends business process design in the applicable area. Implements the design system solutions and maintains delivered solutions. Manages and delivers technology projects and coordinate projects across multiple organizations and/or project teams. Prepares and delivers informative and well-organized presentations. Provides project status reviews to stakeholders, process owners, and customers. Serves as a Leader /Manager and Project Manager of assigned projects. Serves as a subject matter expert.</p>	<p>Positions in this level identify high level business and information system requirements. Evaluates functionality and leads the effort to develop strategies. Negotiates resolutions of conflicting requirements across the agencies and/or departments. Recommends business process redesign where applicable. May have knowledge of more than one professional discipline. May require analysis of external trends and best practices.</p>

Competencies	Definition
Knowledge - Professional	Demonstrates a designated level of professional skill and/or knowledge in specific area(s) and keeps current with developments and trends in area(s) of expertise.
Knowledge - Technical	Ability to utilize and understand systems, policies, and procedures. Ability to demonstrate and utilize this knowledge in daily job-related activities
Analysis & Decision Making	Uses effective approaches for choosing a course of action or developing appropriate solutions and/or reaching conclusions; takes action consistent with available facts, constraints, and anticipated consequences. Ability to retrieve, organize, and interpret data, assess situations, and provide recommendations
Communication	Ability to clearly, succinctly, and effectively convey information and recommendations to individuals or groups orally or in written form. Ability to use appropriate interpersonal skills to give information to and receive information from coworkers, clients, governmental officials, and the general public tactfully and in a professional manner. Ability to adjust language or terminology to meet the needs of the audience. Ability to use correct grammar, organization, and structure.
Project Management	Provides oversight for project(s) and all related activities in that setting to include quality assurance and safety; coordinates and manages facilities, equipment, supplies and related resources as necessary for the project; monitors environmental risks, if any and quality control; establishes a set of tasks and activities associated with an intended outcome and timeline; ensures actions are performed and/or implemented to achieve the results of the project.
Problem Solving	Identifies problems, determines possible solutions, and actively works to resolve the issues.

Note: Competency statements are progressive and not all competencies apply to every position/employee. Evaluate only those that apply. For positions with some supervision consider the highest level of professional work performed.

Competency	Contributing	Journey	Advanced
<p>Knowledge - Professional Demonstrates a designated level of professional skill and/or knowledge in specific area(s) and keeps current with developments and trends in area(s) of expertise.</p>	<p>Knowledge and understanding of business systems, theories, processes, rules and regulations and how they apply to technology in the applicable area(s).</p>	<p>Thorough knowledge and understanding of business systems theories, processes, rules and regulations and how they apply to technology in the applicable area(s).</p>	<p>In-depth knowledge of business systems, regulations and processes and their interaction and how they apply to technology in the applicable area(s)</p>
Competency	Contributing	Journey	Advanced
<p>Knowledge - Technical - Ability to utilize and understand systems, policies, and procedures. Ability to demonstrate and utilize this knowledge in daily job-related activities</p>	<p>Knowledge of applicable business information systems, testing methodologies, training, business system analysis and/or other applicable systems</p>	<p>Thorough knowledge of applicable business information systems, testing methodologies, training, business system analysis and/or other applicable systems. Considered to be resource for others. Understand the limitations of business information systems in relation to business processes.</p>	<p>In-depth knowledge of applicable business information systems, testing methodologies, training, business system analysis and/or other applicable systems. Fully understand the limitations of business information systems in relation to business processes.</p>

Competency	Contributing	Journey	Advanced
<p>Analysis and Decision Making - Uses effective approaches for choosing a course of action or developing appropriate solutions and/or reaching conclusions; takes action consistent with available facts, constraints, and anticipated consequences. Ability to retrieve, organize, and interpret data, assess situations, and provide recommendations</p>	<p>Apply general knowledge of requests, issues and problem areas. Analyze issues and problems and propose solutions, which are consistent with the agency's priorities and financial resources. Utilize available resources to correctly determine the issues and develop alternative solutions. Make guided decisions and recommendations on issues affecting a project or client base.</p>	<p>Apply thorough knowledge and skill and the ability to fully understand and address requests, issues, and problem areas. Exercise creative and critical thinking in evaluating situations and developing solutions. Use internal and external resources to independently develop solutions considering customer's capabilities and limitations. Make independent decisions and takes action on matters affecting projects or client base. Develop strategies.</p>	<p>Exercise creative and critical thinking in evaluating complex situations and developing solutions. Forecast level of future agency requirements. Devise or modify system wide business systems to solve problems considering customer's capabilities and limitations. Make recommendations on issues that affect the direction of business systems and business processes.</p>
Competency	Contributing	Journey	Advanced
<p>Communication - Ability to clearly, succinctly, and effectively convey information and recommendations to individuals or groups orally or in written form. Ability to use appropriate interpersonal skills to give information to and receive information from coworkers, clients, governmental officials, and the general public tactfully and in a professional manner. Ability to adjust language or terminology to meet the needs of the audience. Ability to use correct grammar, organization, and structure.</p>	<p>Maintain ongoing interaction with internal and external audiences using written and verbal communication skills. Communicate effectively by articulate verbal discussion; create clear and coherent written materials. Assist and participate in stake-holder sessions.</p>	<p>Identify and address situations requiring tact and diplomacy using written and/or verbal skills. Identify, clarify and verify communications. Synthesize information into succinct, concise and logical summaries and reports. Facilitate stake-holder sessions to achieve consensus and collaboration.</p>	<p>Proactively identify and manage situations requiring complex communication for internal and/or external audiences. Able to influence the direction of projects. Identify stake-holders and manage communications to achieve consensus and collaboration.</p>

Competency	Contributing	Journey	Advanced
Project Management Provides oversight for project(s) and all related activities in that setting to include quality assurance and safety; coordinates and manages facilities, equipment, supplies and related resources as necessary for the project; monitors environmental risks, if any and quality control; establishes a set of tasks and activities associated with an intended outcome and timeline; ensures actions are performed and/or implemented to achieve the results of the project.	Interact as a team member on a project team, or manage a project task or small scope project.	Develop, monitor and communicate changes to project scope, project plans, timelines, status, issues and risks for moderately complex projects, or subsets of a complex projects.	Develop, monitor and communicate changes to project scope, project plans, timelines, status, issues and risks for complex projects
Competency	Contributing	Journey	Advanced
Problem Solving - Identifies problems, determines possible solutions, and actively works to resolve the issues.	Identify, clarify and select appropriate tools, data and analysis techniques to diagnose problems and develop solutions.	Anticipate, recognize problems and finds solutions. Develop improvements and implement changes.	Resolve more complex problems working with senior management. Identify and address causes and develop and initiate innovations and solutions. Set short and long term goals.

Recommended Minimum Training Guideline: Graduation from a four year college or university with a related degree to the area of assignment; or an equivalent combination of training and experience.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.

Diplomas or degrees must be received from appropriately accredited institutions.