Job Description
Business Analyst I

Department: Information Technology	**Last Updated:** 07/02/2020
Reports To: Supervisor, Business Systems	

Classifications:

X Non-Bargaining Unit	**X** Exempt	☐ Supervisory	☐ Senior Staff
☐ Bargaining Unit	☐ Non-Exempt	☐ Non-Supervisory Management	☐ Executive Team

Supervises: n/a
Incumbent(s): Vacant

Job descriptions are subject to modification to reasonably accommodate individuals with disabilities, depending on risk to health and safety of the employee and/or others. The basic requirement of every position is to perform all tasks as assigned. Duties and scope of position may change based on needs of the Company. This document does not create an employment contract, implied or otherwise.

GLE staff members are required to work in a safe manner in accordance with regulatory standards and requirements and with the procedures listed in the Cooperative's Safety Handbook.

Efficient and cooperative work is required of staff, which includes regular, dependable punctual attendance except when prohibited by law, and timely and accurate performance of duties.

Position Summary:
Determine project/program requirements and implement technology solutions to efficiently assist business units.

Experience/Education:
- High school diploma or equivalence certificate in addition to competency in a broad range of computing technologies, application development and maintenance, and application of technology solutions, typically attained through a Bachelor's degree in Information Systems Management or Computer Science and one or more years of experience, or equivalent experience/education.
- Competent with relational databases.
- Competent with various operating systems.
- Competent with management reporting and development tools including Crystal Reports.
- Competent with position specific equipment.
- Competent with position specific software.
- Competent with business application systems.
- Competent with computer application development, enhancement, integration and maintenance utilizing a layered source control environment.
- Competent with structured programming language environments.
- Competent with personal computers and computer networks.
- Competent with Microsoft Office: Excel, Word, Outlook and Visio.

Essential Duties/Responsibilities:
- Analyze, develop, modify, implement, install and document business applications that meet the business needs of the organization.

- Extract, organize, analyze and translation of business case requirements into business plans for software implementation projects; communicate effectively with end users.
- Design new systems and/or enhancements to existing systems to streamline existing business processes.
- Coordinate, implement, manage and support third party business applications to ensure continued system operation.
- Maintain program libraries, users' manuals or technical documentation and versioning standards to help facilitate deployment, maintenance, and archiving efforts.
- Provide technical advice, system analysis, and programming to ensure application objectives are met.
- Provide support and share knowledge with department staff, including other business analysts; coach and provide knowledge transfer to primary Help Desk personnel.
- Develop reports and queries to provide end-users and customers with necessary data.
- Implement and monitor information systems policies and controls to ensure data accuracy, security, legal and regulatory compliance.
- Work with and maintain sensitive and confidential information.
- Develop technical and application documentation to help employees understand how to effectively utilize applications.
- Develop quality assurance test plans and direct testing to ensure applications meet specifications.
- Develop and provide end-user training when necessary on business applications.
- Document, prioritize and respond to Help Desk cases related to computer systems to resolve problems.
- Provide expertise on Help Desk cases.
- Monitor information technology developments, enhancements, and regulations to ensure that company processes and products are current within the industry.

Significant Duties/Responsibilities:
- Support users in the interpretation, selection, procurement, usage and maintenance of business applications that meet business needs while providing the best value.
- Assist with application scheduling and data backup, storage and retrieval functions.
- Assist with rate changes and bill process changes processes as necessary.

Required Skills:
- Ability to effectively read, write and speak the English language to communicate in a clear, straight-forward, and professional manner.
- Critical Thinking: using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Active Listening: giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Active Learning: understanding the implications of new information for both current and future problem-solving and decision-making.
- Complex Problem Solving: identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Coordination: adjusting actions in relation to others' actions.
- Instructing: teaching others how to do something.
- Service Orientation: actively looking for ways to help people.

- Monitoring: monitoring/assessing performance of oneself, other individuals, or organizations to make improvements or take corrective action.
- Judgment and Decision Making: considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Systems Analysis: determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Time Management: managing one's own time.
- Installation: installing equipment, machines, wiring, or programs to meet specifications.
- Troubleshooting: determining causes of operating errors and deciding what to do about it.
- Social Perceptiveness: being aware of others' reactions and understanding why they react as they do.
- Operation Monitoring: watching gauges, dials, or other indicators to make sure a machine is working properly.
- Quality Control Analysis: conducting tests and inspections of products, services, or processes to evaluate quality or performance.
- Systems Evaluation: identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
- Operation and Control: controlling operations of equipment or systems.
- Repairing: repairing machines or systems using the needed tools.
- Mathematics: using mathematics to solve problems.
- Technology Design: generating or adapting equipment and technology to serve user needs.
- Operations Analysis: analyzing needs and product requirements to create a design.
- Science: using scientific rules and methods to solve problems.

Attributes:
- Integrity: Exhibits a high degree of integrity and honesty.
- Diplomacy: able to use appropriate diplomacy and tact with members, customers and other contacts.
- Confidentiality: able to exercise appropriate discretion and confidentiality.
- Oral Comprehension: able to listen to and understand information and ideas presented through spoken words and sentences.
- Speech Recognition: able to identify and understand the speech of another person.
- Written Comprehension: able to read and understand information and ideas presented in writing.
- Near Vision: able to see details at close range (within a few feet of the observer).
- Time Sharing: able to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
- Selective Attention: able to concentrate on a task over a period of time without being distracted.
- Problem Sensitivity: able to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Deductive Reasoning: able to apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning: able to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Finger Dexterity: able to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.
- Mathematical Reasoning: able to choose the right mathematical methods or formulas to solve a

problem.

- Number Facility: able to add, subtract, multiply, or divide quickly and correctly.
- Information Ordering: able to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Category Flexibility: able to generate or use different sets of rules for combining or grouping things in different ways.
- Perceptual Speed: able to quickly and accurately compare similarities and differences among sets of letters, numbers, objects, pictures, or patterns. The things to be compared may be presented at the same time or one after the other. This ability also includes comparing a presented object with a remembered object.
- Visualization: able to imagine how something will look after it is moved around or when its parts are moved or rearranged.
- Speed of Closure: able to quickly make sense of, combine, and organize information into meaningful patterns.
- Flexibility of Closure: able to identify or detect a known pattern (a figure, object, word, or sound) that is hidden in other distracting material.
- Originality: able to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

Additional Preferences:
- Public Speaking: conveying information to an audience effectively through delivery of speeches or presentations.
- Negotiation: bringing others together and trying to reconcile differences.
- Persuasion: persuading others to change their minds or behavior.
- Learning Strategies: selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Programming: writing computer programs for various purposes.
- Project Management: organizing and directing production of a limited scope plan or undertaking.
- Equipment Maintenance: performing routine maintenance on equipment and determining when and what kind of maintenance is needed.
- Management of Material Resources: obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- Competent with Microsoft Office: Project and PowerPoint.

Problem Solving and Freedom to Act
Problems are moderately complex. Methods and procedures are loosely defined and require judgment to apply them to the work. Work is varied. Tasks may be unrelated.

Working Relationships/Contacts:
Requires contacts for the purpose of developing or communicating plans, coordinating activities or advising others. Gaining acceptance and influencing others may be necessary.

Internal: Peers, management
External: Peers, vendors, electric cooperatives, other utilities and/or municipal systems, auditors, consultants