CIVIL SERVICE OF JAMAICA
ACCOUNTANT GENERAL'S DEPARTMENT
JOB DESCRIPTION AND SPECIFICATION

JOB TITLE:	Business Analyst
JOB GRADE:	MIS/IT6
POST NUMBER	
DIVISION:	Treasury Systems Division
BRANCH	Systems Innovation and Projects
REPORTS TO:	Director Systems Innovation and Projects
ACCOUNTABLE TO:	Director Systems Innovation and Projects
MANAGES:	**Directly:** N/A **Indirectly:** N/A

This document is validated as an accurate and true description of the job as signified below:

_____   _____

Employee   Date

_____   _____

Manager/Supervisor   Date

_____   _____

Head of Department/Division   Date

_____   _____

Date Received in Human Resource Division   Date Created/Revised

1. **JOB PURPOSE**

Under the general direction of the Director Systems Innovation and Projects, the Business Analyst is responsible for conducting analysis of functional business processes and functional business requirements and participates in the development of business cases in the support of process changes and/or ICT projects.

2. **KEY OUTPUTS**

- Data gathering and analysis conducted
- Client needs assessed and analysed
- Business requirements & functional specifications developed
- Aligned business intelligence technologies and strategic initiatives
- As-Is/current business process documented
- User test cases developed
- Test cases arranged and executed
- Annual/Quarterly/Monthly/Periodic Reports prepared
- Advice and interpretation provided
- Individual Work plan developed

3. **KEY RESPONSIBILITY AREAS**
   Technical/Professional Responsibilities

- Conducts data gathering and analysis to understand business strategy requirements;
- Contributes to the business short and long-term planning sessions and provides counsel to ensure understanding of the strategic business goals and direction;
- Provides appropriate technical and professional advice;
- Provides strategic input from a business and ICT perspective;
- Assesses client needs utilizing a structured requirements process (gathering, analyzing, documenting, and managing changes) to assist in identifying business priorities, and may advise on options;
- Designs, builds, tests and maintains data analytics solutions, ensuring that they meet business requirements and user needs;
- Develops and communicates business requirements and functional specifications for the implementation of business solutions;
- Analyzes client operations to understand their strengths and weaknesses to determine opportunities for improvements;
- Provides technical assistance in the development of business case (i.e., research, data collection and analysis);
- Develops user test cases and validates test results during testing;
- Arranges and executes test cases to facilitate the debugging process, changes and simplify integration;
- Develops dashboards supporting strategic support unit activities, such as divisional reporting and risk management;
- Collaborates with key stakeholders to identify opportunities to apply new business intelligence insights to various areas;

- Investigates, resolves and escalates problems and develops recommendations for resolution;
- Identifies need for technical assistance to help in problem resolution;
- Provides support (i.e., creating reports, research, documentation) for the analysis of client satisfaction data;
- Supports effort to ensure ICT solutions meet client needs.

Management/Administrative Responsibilities

- Develops Individual Work Plans based on alignment to the overall plan for the section;
- Participates in meetings, seminars, workshops and conferences as required;
- Prepares reports and programme documents as required.

Human Resources Responsibilities

- Contributes to and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and organization's goals;
- Assists with the preparation and conducts presentations.

Customer Service Responsibilities

- Maintains customer service principles, standards and measurements;
- Identifies and incorporates the interests and needs of customers in business process design;
- Ensures critical success factors are identified and meets expectations;

Other Responsibilities

- Performs all other duties and functions as may be required from time to time.

4. <u>**PERFORMANCE STANDARDS**</u>

- Data gathering and analysis conducted in accordance with established procedures and agreed timeframes;
- Client needs assessed and analysed in accordance with recognised Business Analysis principles and timeframes;
- Business requirements & functional specifications developed in keeping with established principles and practices;
- As-Is/current business process documented in keeping with agreed standards and timeframes;
- User test cases developed in accordance with agreed standards and timeframes;
- Test cases arranged and executed in keeping with agreed standards and timeframes;
- Technical advice and recommendations provided are sound and supported by qualitative/quantitative data;
- Individual work plans conform to established procedures and implemented accorded to establish rules;
- Reports are evidence-based and submitted in a timely manner;

- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff.

5. **AUTHORITY**

- Recommends Business Analysis strategies and programmes;
- Recommends standards and procedures;

6. **INTERNAL AND EXTERNAL CONTACTS** (specify purpose of significant contacts

Internal Contacts

Contact	*Purpose*
Senior Director, Systems Innovation and Projects Principal Director Treasury Systems	• Receive guidance • Identify emerging issues in Business Analysis • Obtain and share information
Divisional Heads, Unit Heads and other executives	• To receive information • Provide expert advice, counsel and recommendations on Business Analysis initiatives
General Staff	• To receive and provide information

External Contacts

Contact	*Purpose*
e-Gov Ja	• To collaborate on Application Development issues • To request technical advice and support
Ministry of Science, Energy and Technology,	• To request Policy advice and support • Participating in the development and monitoring of the National ICT strategic plan
Other MDAs	• Providing/requesting information on ICT matters
Professional Groups, Universities and other Educational Institutions	• Providing/requesting information on ICT matters
ICT Professionals	• Providing/requesting information on ICT matters
Local and International ICT Consultants and Institutions	• Liaising on ICT services provided to the Ministry
ICT Hardware/Software and Services Providers	• Providing/requesting information on ICT matters

7. <u>REQUIRED COMPETENCIES</u>

Core

- Excellent interpersonal and team management skills
- Excellent communication skills
- Strong analytical and problem solving skills
- Strong leadership skills
- Strong customer relations skills
- Excellent planning and organizing skills
- Excellent judgment and decision making skills
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications

Technical

- Strong knowledge and experience with a Software Development Life Cycle (SDLC)
- Demonstrated leadership and attention to detail through prior experience at strategic and tactical/implementation levels
- Ability to work on multiple projects at varying stages.
- Strong decision making/problem solving skills.
- Ability to work within and contribute to workflow processes.
- Ability to manage customer's expectations according to internal timeliness and commitments.
- Ability to take complicated or complex information and present it in a logical and concise manner
- Demonstrated thirst for keeping abreast of BA best practice
- Principles of project estimation and planning
- Principles of project management, time management and problem solving
- Demonstrates sound personal and professional integrity, reflecting high ethical and moral values
- Advanced IT skills in relation to Word, PowerPoint, Excel and MS Project or other project tool

8. <u>MINIMUM REQUIRED EDUCATION AND EXPERIENCE</u>

- Bachelor's Degree in Computer Science, ICT, Management Information Systems, Business Administration, Management Studies or a related discipline;
- Specialized training in Business Analysis;
- Four (4) years related experience, in a Business Analysis environment.

9. <u>SPECIAL CONDITIONS ASSOCIATED WITH THE JOB</u>

- Work will be conducted in an office outfitted with standard office equipment and specialized software. The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will

result in high degrees of pressure, on occasions. May be required to travel locally and overseas to attend conferences, seminars and meetings.