

**PUBLIC UTILITY COMMISSION OF TEXAS
JOB DESCRIPTION**

Classified Title:	Information Technology Business Analyst IV	Class Code:	0224
Working Title:	IT Business Analyst	Salary Group:	B27
Division:	Agency Operations	FLSA:	Exempt
Supervisor:	IT Director	Revision Date:	09/29/23

GENERAL DESCRIPTION:

Perform advanced (senior-level) business analysis work in support of the PUC IT department. Work involves gathering, developing, and documenting user requirements; reviewing, assessing, and developing business processes; creating and validating user acceptance testing; performing post-implementation support of systems; and providing support for the systems development life cycle. Work requires extensive contact with management, Commission staff and subject matter experts (SMEs), other state agencies, stakeholders, contractors and vendors. Work under minimal supervision, with considerable latitude for the use of initiative and independent judgment.

ESSENTIAL FUNCTIONS:

- Provide senior level analysis for current and future PUC business needs and problems in relation to IT solutions as an independent worker or team member; develops new methods, procedures, and approaches to maximize application efficiencies and customer service.
- Lead efforts to elicit, document, manage, and model business requirements and process workflows via analysis, interviews, facilitation, data collection techniques, business modeling methods, business processes, rules, logic, use case, and modeling tools.
- Identify correct individuals to include as part of the project team for business process workflow and requirements gathering.
- Ensure scope and desired results of business analysis projects are clearly understood by management, stakeholders, and team members.
- Develop and document the functional requirements and business requirements; suggest improvements to standard templates, processes, and procedures used by staff.
- Validate current state business process workflows for accuracy and completeness to model future state business workflows.
- Perform object-oriented analysis to create a documented hierarchy of business functions, processes, and sub-processes to ensure proper communication of requirements to the developers.
- Perform exhaustive analysis of regulatory, business, user, functional, and non-functional business requirements to ensure requirements are complete and clearly organized.
- Aid developers, systems analysts, or customers on system applications, software, and hardware; and provide production support to users of systems and applications.
- Serve as a liaison between business program areas, stakeholders, subject matter experts, and the IT department to identify users' business requirements to implement new or improve existing systems to enhance business operations.
- Attend work regularly and observe approved work hours in accordance with agency leave and attendance policies.
- Demonstrate a spirit of teamwork, offering positive and constructive ideas, encouragement, support to other members of the staff and team, and respond professionally to constructive feedback from others, while upholding the agency's mission and core values.
- Adhere to all agency personnel policies and division procedures and perform other work as assigned.

REQUIRED MINIMUM QUALIFICATIONS:

- Undergraduate degree from an accredited college or University; and
- A minimum of four (4) years' experience working in a Business Analyst or related IT role in support of application development under an agile framework. Working with customers and stakeholders under an agile framework to define themes, epics, user stories, and acceptance criteria in an iterative and incremental development environment with continuous feedback and improvement while building transparency, visibility, and a culture of embracing change.
- Additional relevant experience may be substituted for education on a year-for-year basis.

PREFERRED QUALIFICATIONS:

- Undergraduate degree in information technology, computer information systems, computer science, cybersecurity, or management information systems.
- Knowledge of the regulatory processes and procedures of PUC.
- Experience working with state IT regulatory issues and processes.
- Experience and training in analyzing, recommending, developing, and implementing cogent enterprise-wide policies, standards, and guidelines.
- Have or working towards obtaining a CCBA (Certification of Competency in Business Analysis) or CBAP (Certified Business Analysis Professional) or similar certification.

KNOWLEDGE, SKILLS AND ABILITIES:

Must possess required knowledge, skills, abilities, and experience and be able to explain and demonstrate, with or without accommodations, that the essential functions of the job can be performed.

- Knowledge of state and federal laws related to the administrative and operational functions of a state agency; of public administration techniques; and of IT tools, processes, and techniques.
- 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; in analyzing and evaluating complex information technology applications, policies, and issues; and in 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.
- Ability to maintain effective working relationships within and outside the agency.
- Ability to attend work regularly and adhere to approved work schedule.

TELECOMMUTING ELIGIBILITY:

- This position is eligible for telecommuting up to three (3) days a week but may require team members to come into the office for scheduled meetings, and there may be unscheduled requests with appropriate notice for any PUC business need.
- If approved to telecommute, must have a secure workspace with reliable Internet service to perform duties, ability to maintain a reliable consistent work schedule and be available for weekly meetings and group collaboration via Microsoft Teams and other applications during regular business hours.

PHYSICAL AND COGNITIVE REQUIREMENTS AND WORKING CONDITIONS:

The physical and cognitive demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made if needed to enable individuals with disabilities to perform the essential functions.

This position primarily performs sedentary office work. It requires extensive use of computer, copiers, printers, telephone and requires communication with staff and the public. This position also requires cognitive abilities consistent with the essential functions and with the knowledge, skills and abilities; requiring the ability to learn, recall, and apply practices and policies. It requires the stamina to maintain attention to detail despite interruptions.

Work is performed in a standard office environment or secure telework space and requires:

- Regular and punctual attendance.
- Frequent use of personal computer, copiers, printers and telephones.
- Frequent sitting.
- Frequent work under deadlines, as a team member, and in direct contact with others.
- Frequent moving and lifting objects up to 10 pounds.