



CLASS TITLE: BUSINESS ANALYST

CHARACTERISTICS OF THE CLASS

Under supervision, positions will be assigned throughout various AIS divisions (e.g., Strategy, Business, Business Relationship Services, etc.) identifying, defining, and documenting business processes and software requirements to be developed as software; and performs related duties as required

This class is assigned to the City's Analyst Information Technology Job Family which consists of analysts that work with stakeholders to identify and define needs/issues, document requirements, perform analysis, solve problems with fact-based analysis, and provide recommendations.

ESSENTIAL DUTIES

- Serves as a liaison between business and IT teams by facilitating communications and determining software objectives that align with stated and unstated business needs
- Obtains a deep understanding of relevant business area(s) to be able to recommend solutions and build high-quality requirements
- Uses a variety of techniques to understand business requirements, such as interviews, workshops, surveys, site visits, and storyboards
- Shapes business requirements by making recommendations and suggesting alternatives to proposed solutions
- Understands technical options, limitations, costs, and risks. Communicate trade-offs to business partners and works with them to shape requirements accordingly
- Translates conceptual user requirements into clear, detailed functional requirements
- Works with business and delivery teams to prioritize requirements
- Helps resolve competing priorities between stakeholder groups by facilitating stakeholder discussions and escalates issues where appropriate
- Manages requirements scoping throughout the delivery process
- Creates artifacts as appropriate, including business case documentation, scope documentation, and process flows
- Supports delivery teams as they develop, test, and deploy solutions
- Reviews delivery team output to ensure requirements are correctly interpreted; defines and executes test cases
- Documents current processes and models to understand inefficiencies or gaps
- Identifies and assists in prioritizing opportunities to streamline business processes
- Tracks and manages information requests from various sources and ensures expectations and deadlines are met
- Receives, reviews, and prioritizes internal and external information requests
- Performs technical and analytical functions using electronic software tools

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Bachelor's degree plus two (2) years work experience in business analysis or system analysis, or an equivalent combination of education, training, and experience.

Licensure, Certification, or Other Qualifications

- Business analysis certification (e.g., CBAP) is preferred
- Professional certification in agile methodologies is preferred

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., phone, printer, copier, computers, mobile devices)
- Standard productivity suites (e.g., Microsoft Office Suite, OpenOffice, Google Workspace)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Moderate knowledge of:

- *project management methods and techniques
- *core business analysis techniques
- *business case documentation or business requirements summaries

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- **ACTIVE LEARNING** - Understand the implications of new information for both current and future problem-solving and decision-making
- **ACTIVE LISTENING** - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- **CRITICAL THINKING** - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- **COMPLEX PROBLEM SOLVING** - Identify complex problems and review related information to develop and evaluate options and implement solutions
- **TIME MANAGEMENT** - Manage one's own time or the time of others
- **COORDINATION WITH OTHERS** - Adjust actions in relation to others' actions
- **JUDGEMENT AND DECISION MAKING** - Consider the relative costs and benefits of potential actions to choose the most appropriate one
- **SYSTEMS ANALYSIS** - Determine how a system should work and how changes in conditions, operations, and the environment will affect outcomes

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- CONCENTRATE - Concentrate on a task over a period of time without being distracted
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- COME UP WITH IDEAS - Come up with a number of ideas about a topic
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Additional Competency Requirements

- COMMUNICATION FOR RESULTS – Writes, speaks and presents effectively. Explains the immediate context of the situation, asks questions with follow-ups and solicits advice prior to taking action. Develops presentations to influence others by using graphics, visuals or slides that display information clearly. Listens and asks questions to understand other people’s viewpoints.
- GROWTH MINDSET – Takes ownership of personal growth. Identifies knowledge gaps. Asks questions of subject matter experts and seeks help when needed. Keeps abreast of information, developments and best practices within a field of expertise (e.g., by reading, interacting with others or attending learning events).
- INITIATIVE – Volunteers to undertake tasks that stretch his or her capability. Identifies who can provide support and procures their input. Identifies problems and acts to prevent and solve them.
- OWNERSHIP AND COMMITMENT – Volunteers to undertake tasks that stretch his or her capability. Checks the scope of responsibilities of self and others. Monitors day-to-day performance and takes corrective action when needed to ensure desired performance is achieved. Identifies problems and acts to prevent and solve them. Identifies who can provide support and procures their input.
- BUILDING RELATIONSHIPS – Establishes network of contacts. Solicits guidance on how to get things done and with whose help.
- BUSINESS FUNCTION KNOWLEDGE – Asks questions to determine the needs of a specific business function. Assesses the impact on business functional requirements prior to taking action.
- BUSINESS PROCESS KNOWLEDGE – Identifies and documents processes within area of responsibility. Seeks guidance on aspects of process that are out of immediate scope. Drafts procedures that comply with the process.

- **INFORMATION SEEKING** – Asks questions and solicits procedural information that explains how day-to-day tasks are conducted. Collates facts and data. Checks and monitors progress of activities in area of responsibility. Seeks out the appropriate people for guidance when needed to get things done.
- **STRATEGIC BUSINESS PLANNING** – Makes inquiries about the strategic IT plan and its alignment with the overall business plan. Makes actionable recommendations for continuous improvement. Provides input to strategic plan for areas of responsibility.
- **THOROUGHNESS** – Performs tasks according to quality and output standards. Takes initiative to ensure that outcomes meet internal and external customer requirements. Solicits feedback on performance of new tasks. Measures accuracy using performance metrics. Sets improvement standards to reduce errors, omissions and oversights.

Other competencies as required for successful performance in the lower-level series.

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
March 2023