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**JOB DESCRIPTION: MANAGER, BUSINESS ANALYSIS**


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<b>DEPARTMENT:</b>	Enterprise Project Management Office (EPMO)	<b>REPORTS TO:</b>	Director, Applications & EPMO
<b>JOB CLASS:</b>	Manager, Business Analysis	<b>PAY GRADE:</b>	39
<b>EXEMPT STATUS:</b>	Exempt	<b>DATE:</b>	06/21/2012

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***Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.***

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**POSITION GENERAL SUMMARY:**

The Manager, Business Analysis leads a small team of professional Business Analysts that document business requirements for use in both custom and 3rd party technology solutions. The Manager, Business Analysis supervises their business analysts as part of the System Development Lifecycle (SDLC) methodology and must provide weekly status reports to their business contacts in addition to maintain internal updates to co-workers and management within the EPMO and Information Technology (IT) departments.

**ESSENTIAL POSITION FUNCTIONS:**

- Supervise and lead a group of Business Analysts as part of an SDLC methodology.
- Provide oversight and guidance to their team for the effective and timely development of technology solutions
- Schedule and balance team activities to meet deadlines for deliverables and meetings
- Provide periodic reviews of team member performance using both formal and informal mechanisms
- Mentor team members in best practices and skills development
- Escalate issues and problems to their supervisor that prevents or hinders the team's ability to perform optimally
- Elicit requirements using interviews, document analysis, requirements workshops, storyboards, surveys, site visits, business process descriptions, use cases, scenarios, event lists, business analysis, competitive product analysis, task and workflow analysis and/or viewpoints
- Write requirements specifications according to approved templates, using natural language simply, clearly, unambiguously and concisely
- Decompose high-level business and user requirements into functional requirements specified in an appropriate level of detail suitable for use by those who must base their work on these requirements
- Define quality attributes, external interfaces, constraints and other nonfunctional requirements
- Represent requirements using alternative views, such as analysis models (diagrams), prototypes or scenarios
- Participate in peer reviews and inspections of requirements documents and/or Joint Engineering Design sessions (JED) ) / Joint Application Development sessions (JAD)
- Participate in peer reviews of work products derived from requirements specifications to ensure that the requirements were interpreted correctly
- Enter, manipulate and report on requirements stored in a requirements management tool
- Define requirement attributes and facilitate their use throughout the project

- Manage requirements traceability information and track requirements status throughout the project
- Manage changes to baseline requirements through effective application of change control processes and tools
- Utilize effective requirements practices, including use and continuous improvement of a requirements process
- Implement ways to reuse requirements across projects
- Ensure that proposed system features and requirements meet user needs and satisfy business objectives and initiatives
- Develop requirement documentation that will translate business needs into requirements that can be understood by the solution development team
- Develop and implement test plans that are mapped to documented requirements
- Perform and coordinate User Acceptance Testing (UAT) as required on department related projects
- Manage, control, direct, and supervise assigned direct reports, including general leadership, planning, organizing, and reviewing
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others
- All work responsibilities are subject to having performance goals and/or targets established

*(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)*

#### **MINIMUM REQUIREMENTS:**

##### ***Education/Licensure/Certification:***

- Bachelor's Degree in Computer Science or Information Systems; or equivalent combination of education and relevant experience
- Master's Degree in Computer Science or Information Systems, preferred

##### ***Experience:***

- Three years leading and/or managing software developers/engineers/business or systems analysts
- Five years SDLC methodologies experience as a Business Analyst or Systems Analyst
- Two years Software Developer Software Tester experience or related technology area
- Three years web or desktop application technologies experience
- Seven years Microsoft operating systems experience
- Hands-on experience in developing technology solutions

##### ***Knowledge, abilities and skills:***

- Ability to work with and through people to establish goals, objectives, and action plans
- Honed interviewing skills for talking with individuals and groups about their needs and ask the effective questions to surface essential requirements information
- Ability to critically evaluate information from multiple sources, reconcile conflicts, decompose high-level information into details and abstract low-level information to a more general understanding

- Ability to distinguish user requests from the underlying business needs and distinguish solution ideas from requirements
- Ability to facilitate and lead requirements elicitation workshops
- Knowledge of contemporary requirements elicitation, analysis, specification, verification and management practices and the ability to apply them in a fast-paced business environment
- Ability to effectively communicate with co-workers, peers and management through written and verbal communication
- Demonstrable skills in the effective use of Microsoft Visio and Microsoft Project
- Knowledge of product management concepts and how enterprise software products are positioned and developed
- Knowledge of process improvement methodologies such as Six Sigma or Total Quality Management

**CORE COMPETENCIES FOR SUCCESS:**

<p><b>COMMUNICATION SKILLS</b></p> <p><i>Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience</i></p>	<p><b>CUSTOMER FOCUS</b></p> <p><i>Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i></p>
<p><b>INTERPERSONAL SKILLS</b></p> <p><i>Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers</i></p>	<p><b>FUNCTIONAL /TECHNICAL EXPERTISE</b></p> <p><i>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion</i></p>

## **MANAGER COMPETENCIES FOR SUCCESS:**

<p><b>COMMAND SKILLS</b></p> <p><i>Relishes leading; Takes unpopular stands if necessary; Encourages direct and tough debate but isn't afraid to end it and move on; Is looked to for direction in a crisis; Faces adversity head on; Energized by tough challenges</i></p>	<p><b>CONFLICT MANAGEMENT</b></p> <p><i>Steps up to conflicts, seeing them as opportunities; Reads situations quickly; Good at focused listening; Can hammer out tough agreements and settle disputes equitably; Can find common ground and get cooperation with minimal "noise"</i></p>
<p><b>LISTENING</b></p> <p><i>Practices attentive and active listening with all groups/people; Has the patience to hear people out without interruption; Can accurately restate the opinion of others even when he/she disagrees</i></p>	<p><b>MANAGING DIVERSITY</b></p> <p><i>Manages all kinds and classes of people equitably; Deals effectively with all races, nationalities, cultures, disabilities, ages and both sexes; Hires variety and diversity without regard to class; Supports equal and fair treatment and opportunity for all</i></p>
<p><b>DEVELOPING OTHERS</b></p> <p><i>Provides constructive, concrete, behavioral feedback to others through monthly development discussions; Shares information, resources and suggestions to help others be more successful; Delegates challenging work assignments or responsibilities that will help the abilities and stretch others; Regularly meets with employees to review development needs, career aspirations and progress; Constructs compelling developmental plans and executes them; Creates a climate in which people want to do their best; Is a good judge of talent; After reasonable exposure, can articulate the strengths and limitations of people inside or outside the organization</i></p>	<p><b>TIMELY, QUALITY DECISION MAKING</b></p> <p><i>Makes decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure; Able to make a quick decision; Makes good decisions based upon a mixture of analysis, wisdom, experience and judgment; Sought out by others for advice and solutions; Most of his/her solutions and suggestions turn out to be correct and accurate when judged over time</i></p>
<p><b>PROCESS MANAGEMENT</b></p> <p><i>Good at figuring out the processes necessary to get things done; Knows how to organize people and activities; Understands how to separate and combine tasks into efficient work flow; Can readily see opportunities or synergy and integration; Can simplify complex processes; Gets more out of fewer resources</i></p>	<p><b>TEAM BUILDING</b></p> <p><i>Develops networks and builds alliances; Participates in cross-functional activities to achieve organizational objectives; Focuses time and energy to develop direct report team and peer team; Fosters commitment, team spirit, pride and trust; Recognizes and rewards people for their achievements and contributions to organizational success; Identifies and tackles morale issues; Provides training and development to employees; creates and participates in team building sessions; Empowers others; Makes each individual feel his/her work is important; Invites input from each person and shares ownership and visibility</i></p>
<p><b>MANAGING &amp; MEASURING WORK</b></p> <p><i>Clearly assigns responsibility for tasks and decisions; Sets clear objectives and knows what to measure and how to measure them; Monitors process, progress, and results; Designs feedback loops into work; Holds self and others accountable for achieving goals and objectives</i></p>	<p><b>COMFORT AROUND HIGHER MANAGEMENT</b></p> <p><i>Deals comfortably with more senior managers; Presents to more senior managers without undue tension and nervousness; Determines the best way to get things done with more senior managers by talking their language and responding to their needs; Crafts approaches to working with more senior managers that are seen as appropriate and positive</i></p>
<p><b>MANAGERIAL COURAGE</b></p> <p><i>Doesn't hold back anything that needs to be said; Is not afraid to provide current, direct, and "actionable" positive and corrective feedback to others; Lets people know where they</i></p>	

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<i>stand; Faces up to people problems on any person or situation quickly and directly</i>
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**PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:**

- Location: Orlando VLC
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

*(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)*

*FLVS does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.*