

 <p>STATE OF INDIANA CLASSIFICATION SPECIFICATION</p>	Class Title: Business Systems Consultant – Senior		Class Code: 001BD1
	FLSA Status: Exempt	Salary Schedule: RDS	Effective Date: 3/28/13
	Summary: Incumbent works at the highest level of most phases of information systems analysis while considering the technical and/or business implications of the application of technology and/or improved processes to the current and future business environment. Incumbent works in an Information Technology Division of a state agency under the guidance of a Business Systems Consultant Manager, Information Technology Director, or higher-level staff.		

Duties:

- Promotes the utilization of technical services to resolve business issues within the enterprise, agency, program area, division or product line;
- May lead re-engineering team and act as project manager in some cases;
- May participate in strategic planning processes for Information Technology Division, seeking opportunities to apply current and future service offerings to meet the needs of current and potential customers;
- Develops technical standards and policies to meet the needs of customers, peers and management;
- Recommends and facilitates quality improvement efforts;
- May train, guide and advise lower level Business Systems Consultants;
- Formulates and defines system scopes and objectives through research and fact-finding combined with a basic understanding of user needs, business systems and industry requirements;
- Creates process change through the integration of new processes with existing ones and communication of changes to impacted Business Systems teams;
- Establishes and maintains strategic partnerships with assigned customers in order to help them meet their business and technical needs;
- Provides leadership in the development of strategic plans based on customer needs;
- Analyzes business and user needs, documents requirements, devises new technical business system solutions, and translates into proper system requirement specifications;
- Devises or modifies procedures to solve problems considering telecommunications equipment and systems or computer equipment capacity and limitations, operating time, and form of desired results;
- Facilitates the delivery of technical business solutions to customers;
- Manages the expectations of customers, peers, vendors and management;
- Establishes contracts for the procurement of technical business solutions and products;
- Performs related duties as required.

Job Requirements:

- Thorough knowledge of the organization’s business systems and industry requirements;
- Thorough knowledge of technical problems and solutions as they relate to the current and future business environment;
- Advanced knowledge of the application of software engineering process tools;
- Advanced knowledge of project management theories and practices and the ability to apply that knowledge;
- Ability to lead, encourage and influence others to perform;
- Effectively communicate both orally and in writing.
- Ability to manage human resources.

Difficulty of Work:

Work is broad in scope requiring extensive judgment in adopting techniques to meet the information technology requirements, specifications, standards, and procedures of a complex enterprise-wide system.

Responsibility:

Work has a direct influence and impact on the agency's ability to successfully administer the business operation to achieve agency mission, policy, or practice. Technical instruction is generally not needed; however, incumbent may seek guidance when unique problems arise. Work is reviewed for adherence to deadlines and attainment of objectives.

Personal Work Relationships:

Incumbent works with agency executive management, information technology management, division management, systems users and agency personnel, vendors, representatives from other agencies and IOT. Incumbent communicates changes and problems to affected business systems teams. Communication is non-routine that involves cooperative problem solving where significant differences of opinion or controversy exist.