

 <p>STATE OF INDIANA CLASSIFICATION SPECIFICATION</p>	Class Title: Business Systems Consultant – Intermediate		Class Code: 001BD2
	FLSA Status: Exempt	Salary Schedule: RDS	Effective Date: 3-28-13
	Summary: Incumbent works at the medium to high 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 – Senior, Business Systems Consultant Manager, Information Technology Director, or higher-level staff. Representative duties include:		

Duties:

- Assists in the development of technical standards and policies to meet the customers, peers, and organization;
- 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 and 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;
- Participates in the development of strategic plans based on customer needs;
- Analyzes business and user needs, document requirements and devises new technical business system solutions, or revises existing system logic difficulties as necessary;
- Develops or modifies moderately complex information or telecommunication systems processes;
- Facilitates the delivery of technical business solutions and products to customers;
- Manages the expectations of customers, peers, vendors, and management;
- Establishes contracts for the procurement of technical business solutions;
- Performs related duties as required.

Job Requirements:

- Advanced knowledge of the organization’s business systems and industry requirements;
- Advanced knowledge of technical problems and solutions as they relate to the current and future business environment;
- Considerable 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 diverse human resources.

Difficulty of Work:

Incumbent uses considerable judgment in selecting the most pertinent guidelines to follow. Work is broad in scope and requires in-depth analysis of multiple variables to fit various circumstances of a medium to complex enterprise-wide system.

Responsibility:

Incumbent works closely with higher-level staff and/or management to outline general objectives and boundaries that incumbent will follow to meet the requirements of the agency. Unusual problems or deviations from guidelines or practice are discussed with manager at the discretion of the incumbent. Work is reviewed for attainment of objectives and compliance with policy and practice.

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.