

 <p>STATE OF INDIANA CLASSIFICATION SPECIFICATION</p>	Class Title: Business Systems Consultant Manager		Class Code: 00EAL6
	FLSA Status: Exempt	Salary Schedule: RDS	Effective Date: 3/28/13
	Summary: Employee manages all phases of systems analysis while considering the business implications of the application of technology to the current and future business environment. Employee works in an Information Technology Division of a State Agency under the guidance of an Information Technology Director, or higher level staff. Representative duties include:		

Duties:

- Establishes goals and objectives for division;
- Plans, directs, coordinates, and manages the systems analysis function and consultant staff;
- Ensures systems analysis procedures and practices are identified and implemented;
- Promotes the utilization of technical services to resolve business issues within the enterprise, agency, program area, division, or product line;
- Involved in the 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 and reviews technical standards and policies
- Oversees and recommends quality improvement efforts;
- Mentors and provides guidance and training to new and/or lower level staff;
- Formulates and defines systems scope and objectives through research and fact-finding combined with a basic understanding of user needs, business systems and industry requirements;
- Creates and manages process change through the integration of new processes with existing ones and communication of changes to impacted Business System teams;
- Establishes and maintains strategic partnerships with assigned customers in order to help them meet their business and technical needs;
- Ensures business and user needs are met with timely and accurate service.
- 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;
- Oversees the delivery of technical business solutions to customers;
- Manages the expectations of customers, peers, vendors, and management;
- Performs related duties as required.

Job Requirements:

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

Difficulty of Work:

Work is broad in scope at the highest level of all phases of systems analysis where independent judgment is required in the consideration of possible solutions on other major agency programs. Guidelines and past practices may be ambiguous or non-existent, therefore, current guidelines may be extended or new ones developed.

Responsibility:

Employee is provided objectives set by the assigned IT Director or higher level manager and is responsible for implementing the agency's mission and goals for the systems analysis function. Work is reviewed for overall accomplishment of those goals and their compliance with the agency mission. Employee has a major, consequential impact on the whole agency due to the timely, innovative, and costly nature of responsibilities.

Personal Work Relationships:

Works with agency executive management, information technology management, division management, systems users and agency personnel, vendors, representatives from other agencies and IOT. Employee communicates for the purpose of directing, managing, supervising, sharing, describing, and analyzing. Communication is non-routine and involves cooperative problem solving where significant differences of opinion or controversy exist.