Attorney General Josh Shapiro
Job Posting – Business Analyst II

SECTION:	Information Technology Section/Operations Division
CLASS:	Business Analyst II
LOCATION:	Harrisburg
POSITION TYPE:	Full-time, Non-civil service, Non-Union
WORK HOURS:	8:30 – 5:00
SALARY RANGE:	Pay Range 7: Starting salary $50,817

BASIC FUNCTION:

This position serves as a business process and IT system functionality specialist for highly complex IT systems and a liaison between business users and the IT staff performing system coding. This position is located in the Applications Development Unit which is responsible for the creation and implementation of new applications and software, as well as the maintenance, upkeep, and eventual phasing out of older software and applications. The day to day demands of this position include providing help desk support on the use of our applications, developing business requirements and other user documentation, participating in testing, developing queries and reports, and providing end user training. Travel in this position is rare but occasionally may require travel to other regional offices across the Commonwealth (generally expected to be no more than a few days a year). This position is familiar with the Office's overall portfolio of current applications, and it reports to the Manager of Application Development.

EXAMPLES OF DUTIES:

- Develops and maintains complete user documentation including business requirements, user manuals, training manuals, and tip sheets
- Supplies weekly status report to the Manager of Application Development
- Works closely with Infrastructure and Operations help desk team
- Serves as the first point of contact in the unit for phone calls and emails from end users with application issues/questions, and assists in resolving their issue or directs unresolved issues to the next level of support by entering a work item into Team Foundation Server
- Records events/problems and their resolution in logs
- Provides analytic support by coordinating data extraction from various databases and developing reports for end users
- Participates in system, integration, and user acceptance testing

- Participates in and conducts end user training on applications
- Performs related work as required

MINIMUM EXPERIENCE AND TRAINING:

- Associate's degree in Business, Information Technology, Computer Science, or a related field with three years of relevant experience as a business analyst or help desk analyst OR
- Bachelor's degree in Business, Information Technology, Computer Science, or a related field with 1 year of relevant experience as a business analyst and/or help desk analyst OR
- Five years of relevant experience as a business analyst and/or help desk analyst

PREFERRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of current Windows Operating Systems
- Knowledge of SQL Server 2008 (and later), SQL Server Reporting Services (SSRS), and SQL Server Management Studio
- Knowledge of Microsoft Excel (advanced) and Access
- Knowledge of Microsoft SharePoint 2013 (and later)
- Experience providing end user training
- Experience developing business requirements and user documentation
- Experience in participating in system testing and user acceptance testing
- Possess excellent oral and written communication skills and be able to communicate with employees throughout all levels of the organization
- Experience working with attorneys, law enforcement, government entities, or the non-profit sector not necessary, but will be considered a plus