

Business Analyst				
Job Family	Grade 11	Grade 12	Grade 13	Grade 14 - Individual Contributor
Business Analyst	Associate Business Analyst	Business Analyst	Sr. Business Analyst	Lead Business Analyst
Purpose:	Provides functional business process analysis and project management support. Works with clients, identifies functional and non-functional requirements for projects.	Provides functional business process analysis and project management support. Works with clients, identifies functional and non-functional requirements for projects.	Provides solutions by gathering and managing requirements, discovery and analysis, and testing and validation.	Provides full lifecycle project management of mid-sized single/multi client projects. Ensures delivery of project objectives within prescribed timeframe and budget. Assists in establishing project goals and scope based on specific business requirements.
Relation to Supervision:	Works under close direction.	Works under moderate direction.	Works under minimal direction and often without supervision.	Works independently while leading and coordinating all levels of activities including project life cycle, software development life cycle and day to day operations.
Project management:	Expected to become familiar with industry best practices and develop in-depth knowledge of business analysis and project methodologies as well as the software development lifecycle.	Complies with industry best practices and develop in-depth knowledge of business analysis and project methodologies as well as the software development lifecycle.	Works independently or closely with technology project leads, managing multiple assignments across different initiatives. Has in-depth knowledge of business analysis and project methodologies as well as the software development lifecycle.	Establishes full project lifecycle plans for one or more projects. These projects are of moderate to/high visibility or complexity. May manage dependent or interdependent projects. Participate in the RFP process with moderate oversight.
Relationship Management:	Works closely with CUIT colleagues on all tasks in the Project life cycle. Participates constructively in team environment.	Works closely with CUIT colleagues on all tasks in the Project life cycle. May be responsible for directing and monitoring the work of team members and or project teams.	Work with all levels of organization on problem management and resolution. Provides assistance to less senior members. Gives guidance to other team members. May oversee team members performing specific tasks.	Leads specific projects. Provides expert level assistance to less senior team members; functions as a project consultant. May have supervisory responsibility.
Education & Experience:	Bachelors degree and/or its equivalent required. Minimum 2-4 years related experience. Has basic knowledge of project management lifecycle	Bachelors degree and/or its equivalent required. Minimum 3-5 years related experience. Solid business knowledge. Solid application/technology knowledge and expertise in one or a few areas.	Bachelors degree and/or its equivalent required. Minimum 4-6 years related experience. Strong business knowledge. Solid application/technology knowledge and expertise in one or a few areas.	Bachelors degree and/or its equivalent required. Minimum 5-7 years related experience. Expert level experience managing moderately complex technical projects following the full life cycle methodology from inception to transition to production and post-implementation.

Soft skills:	Demonstrates a variety of competencies including teamwork/collaboration, analytical thinking, and strong communication.	Demonstrates a variety of competencies including teamwork/collaboration, analytical thinking, and communication.	Demonstrates proficiency in a variety of competencies including teamwork/collaboration, analytical thinking, communication and influencing skills.	Demonstrates excellence in a variety of competencies including teamwork/collaboration, analytical thinking, communication, influencing skills, and proven ability to act as a change agent.
Technical Skills:	Basic skills in some/all of the following technologies: MS Project, SharePoint, ServiceNow. PMP Certification a plus.	Proficiency in some/all of the following technologies: MS Project, SharePoint, ServiceNow. PMP Certification a plus.	Strong Proficiency in some/all of the following technologies: MS Project, SharePoint, ServiceNow. PMP Certification a plus.	Expert level skills in some/all of the following technologies: MS Project, SharePoint, ServiceNow. PMP Certification a plus.