

ELECTRONIC BUSINESS ANALYST ROLE

Role Summary

The Electronic Business Analyst Role consists of two grade levels (13 and 14). Incumbents are the technical resource for Processing and Retention Operations (PRO) Bureau and are responsible for analyzing current technology, proposing and making necessary changes to ensure efficiencies in services are provided. Incumbents are also responsible for analyzing, planning, organizing, designing, testing, implementing, and measuring efficiencies for new electronic data capture/remittance activities and electronic filing and/or payment options. Primary contacts are with the bureau chief, unit managers, other bureau staff, information technology staff, state and federal agencies, other divisions, and external customers.

Working Conditions

Mental stress and pressure due to workload, deadlines, and time constraints.

Education and Experience

- Grade 13: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to high school graduation and college or technical coursework in business administration, marketing, or communication and two years of related experience. Other combinations of education and experience will be evaluated on an individual basis.
- Grade 14: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to a bachelor's degree in business administration, marketing, or communications and three years of related experience. Other combinations of education and experience will be evaluated on an individual basis.

Department Core Competencies

In addition to the role specific competencies, there are four, department core competencies that all employees are expected to successfully achieve. These are:

- *Interpersonal Skills:* Builds constructive and effective relationships with internal and external customers and is committed to meeting customer needs in a timely and accurate manner. Listens actively and attentively and demonstrates an appreciation of other perspectives. Builds the appropriate rapport required to do business. Openly demonstrates an understanding of and respect for the value of co-workers' contributions to the department mission.
- *Decision-Making and Accountability:* Considers the department's vision, mission, and values in making decisions and taking actions. Identifies and considers possible alternatives before making decisions. Bases decisions on achieving desired outcomes pursuant to the departmental business plan or management direction. Uses a combination of analysis, experience, and sound judgment that results in fairness and consistency, while being accountable for actions. When serious ethical issues are at stake, takes all necessary actions.

- *Commitment to Continuous Improvement:* Ability and willingness to continually seek greater efficiency in agency programs, is results driven, and meets changing requirements in work or direction. Adapts to changing conditions and work responsibilities. Accepts constructive criticism and suggestions and uses them to improve performance.
- *Personal and Work Ethics:* Creates own measures of excellence, and practices what he/she promotes. Sets goals that provide challenges and measures goal attainment regularly. Displays a contagious optimism about the work to be done. Goes beyond traditional ways to address issues despite obstacles or resistance. Is able to generate ideas, fresh perspectives, and original approaches and engages in open-minded thinking. Employs strategies to promote ideas and proposals to increase probability of acceptance. Mentors others to improve the performance necessary to achieve success. Reflects a belief that the results achieved are a direct result of his/her personal decisions and actions.

Grade Levels

Each grade level lists the essential duties that describe work performed 50 percent or more of the time (predominant work). Established work plans identify day-to-day tasks.

Grade 13

Predominant/Essential Duties

- Primary contact and technical resource for both internal and external customers. Contacts are to coordinate and/or facilitate information about electronic data capture/remittance issues and electronic filing and/or payment options.
- Coordinate improvements/changes to current electronic data capture/remittance to ensure efficiencies as approved by division management.
- Implement and update written procedures as necessary. Responsible for ensuring compliance with state laws and regulations pertaining to electronic capture/remittance programs.
- Conduct quality assurance audits to ensure consistent/uniform application of electronic data capture/remittance activities and techniques.
- Assist with the preparation of work plans, project updates, and written status reports to division management.
- Research, analyze, and prepare written and/or oral recommended solutions for internal and external customers.
- Provide training and mentoring to staff in capture/remittance activities, processes, rules, policies, procedures, practices, and techniques.

Grade 14

Predominant/Essential Duties

- Assist department management in the development, implementation, and monitoring of the effectiveness of data capture/remittance work plan goals and objectives.
- Responsible for analyzing, planning, organizing, designing, testing, implementing, and measuring electronic data capture/remittance function and electronic filing and/or payment options.
- Responsible for the preparation of work plans, project updates, and written status reports to division management.
 - Electronic filing yearly changes or individual income tax.
 - Electronic filing expansion including additional account types.

- Use of credit card or electronic checks for tax payments.
- Web portal for filing of returns.
- ACH payments.
- Develop, implement, and monitor written procedures necessary to ensure consistent/uniform application of electronic data capture/remittance activities and techniques.
- Identify and present information regarding potential or emerging concerns or issues related to electronic/remittance process/technology to division management.
- Manage assigned electronic commerce projects and present project updates to division management.
- Advise division team(s) on functions necessary to ensure the quality and effectiveness of electronic commerce/remittance activities, including acting as lead on special projects or managing ad-hoc teams.
- Develop and/or provide training to staff relative to capture/remittance function (processes, rules, policies, procedures, practices, and techniques).
- Provide informational updates for division program specifications for placement on the department's Internet site.
- Manage assigned electronic commerce projects and present project updates to division management.

Competencies and Degrees of Proficiency

The Competency/Proficiency Chart identifies the role specific competencies, degrees of proficiency, and guidance required for each grade level. Role specific competencies describe the knowledge, skills, and abilities required to perform the essential duties. The degrees of proficiency indicate the difficulty and/or complexity level of the tasks and assignments.

Competency/Proficiency Chart - Electronic Business Analyst Role

Competencies	Grade 13 Minimal Guidance	Grade 14 Independently
Demonstrated knowledge of the organization's mission, vision, goals, and organizational structure.	B	B
Proactively focus efforts and energy on successfully attaining goals and objectives, assuming accountability for decisions, actions, and results. Follow issues through to completion.	C	C
Demonstrated knowledge of effective written, oral, and interpersonal communication skills.	B	C
Demonstrated knowledge and ability in facilitation techniques relative to the role.	B	B
Demonstrated knowledge and ability in conflict resolution techniques relative to the role.	B	B
Demonstrated analytical skills relative to the role.	B	C
Demonstrated research skill relative to the role.	B	C
Demonstrated skill and ability to work with internal and external customers.	B	C
Demonstrated knowledge of department business processes and ability to apply that knowledge effectively.	B	C
Demonstrated knowledge and effective application of federal/state statutes, administrative rules, and state policies and procedures relative to the role.	A	B
Demonstrated skill and ability to perform statistical analysis.	B	C
Demonstrated knowledge of Statewide Accounting Budgeting Human Resource System (SABHRS), Montana Budget Appropriations Reporting System (MBARS), and state laws, policies, and procedures.	B	B
Demonstrated knowledge of the Integrated Revenue Information System (IRIS) application and its core processes.	B	C
Demonstrated knowledge of e-commerce program specifications.	B	C

Degree Proficiency

A: A degree of knowledge, skill or ability commensurate with elementary-level tasks and assignments.

B: A degree of knowledge, skill or ability commensurate with intermediate-level tasks and assignments.

C: A degree of knowledge, skill or ability commensurate with advanced-level tasks and assignments.

D: An advanced degree of knowledge, skill or ability commensurate with considerable experience and the application of the competency to non-standard tasks and assignments.

E: The most advanced degree of knowledge, skill or ability evidencing complete mastery and understanding of the subject.