

**NC State University Band Specification
Business & Technology Applications Analyst**

BTAA Spec.

Description of Work:

This is technical and analytical work in developing, designing, and/or analyzing technical solutions for clients through an appropriate blending of technical knowledge and business solutions. Employees participate in the development of solutions using programming expertise for day-to-day problems to include maintenance, modification or development of complex inter-related applications/solutions. Solutions link technical knowledge with business solutions and may range from consulting services (software or hardware recommendations) to developing integrated-automated systems. Duties include client needs assessment as well as evaluating hardware availability and software requirements.

Competencies:

Core	Contributing	Journey	Advanced
Teamwork	Works as a team member by doing own share of work and listening to and acting on expressed needs.	Plans and works on shared or joint projects and coordinates with others to achieve agreed upon outcomes.	Leads multiple team efforts and assesses the skills and strengths of individuals.
Customer Service	Establishes a positive relationship by exercising an appropriate action in a timely manner.	Establishes a proactive relationship by demonstrating ownership of customer issues.	Promotes positive customer relationships and mentors others to ensure customer satisfaction.
Organization Awareness	Understands basic operation of functional unit and develops awareness of its role in the enterprise.	Demonstrates working knowledge of organization and relationships for problem solving.	Demonstrates in-depth knowledge of organization and relationships (formal and informal).
Effective communication	Presents and receives ideas clearly either in writing or verbally.	Interprets and communicates information. Solicits and selects appropriate information and best method or format for delivering or receiving it either in writing or verbally. Clearly conveys ideas on non-routine subjects.	Interprets and communicates information, ideas and instruction. Selects appropriate information and best method or format for presenting it either in writing or verbally. Persuades and negotiates to build cooperation and consensus. Translates advanced technical issues into understandable terms for non-technical users.

NOTE: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.

May 1, 2004

**NC State University Band Specification
Business & Technology Applications Analyst**

BTAA Spec.

Functional	Contributing	Journey	Advanced
Planning and Organizing	Works independently on tasks, develops own work schedule and monitors progress against defined parameters.	Organizes and follows complex and/or detailed technical procedures. Works independently and performs job with minimal supervision.	Independently manages project timelines, resources, staff and leads implementation efforts.
Project Management	Serves as a productive project team member by completing assigned tasks.	Manages technical projects involving own work and under minimal supervision.	Manages projects that require directing the work of others and with some latitude on actions or decisions.
Technical Knowledge	Exhibits working knowledge of specialty work area demonstrated by an understanding of and ability to apply the standards and terminology associated with the work specialty.	Exhibits advanced knowledge of the specialty area demonstrated by an understanding and use of the standards, theories and practices associated with the specialty.	Exhibits comprehensive knowledge of the work area demonstrated by an in-depth understanding and use of advanced principles, theories and practices associated with the work specialty.
Technical Solution Development	Works with own specialty with the ability to integrate and coordinate elements within that specialty. Demonstrates an understanding of the standard technology and systems in place. Contributes to the support of the operation.	Integrates knowledge and skills from other specialties to address moderate to complex work assignments and problems. Supports technology applications by exploring and adapting to changing technologies. Independently applies technical judgment to work assignments to achieve desired outcomes.	Demonstrates in-depth knowledge of other work specialties and the ability to integrate this knowledge base to achieve solutions to highly complex problems. Investigates, researches and implements new technologies in specialty or related area. Develops information technology systems or modules.
Technical Support	Obtains relevant information from client in order to sufficiently document problem to technical expert. Independently resolves routine problems. Performs diagnostics on assigned software and/or hardware according to standard operating procedures.	Proactively verifies problem resolution. Independently resolves routine and non-routine problems. Performs diagnostics on assigned software and/or hardware. Makes suggestions for technical modifications to prevent future problems.	Utilizes advanced skills to make technology modifications. Determines pro's and con's of implementing technical modifications
Consultancy Skills	N/A	Consults with clients and higher-level technicians and analysts to resolve technical problems and ensure client satisfaction.	Consults with clients to develop solutions using existing technologies.

NOTE: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.

May 1, 2004

**NC State University Band Specification
Business & Technology Applications Analyst**

BTAA Spec.

Minimum Training and Experience:

The analyst band requires a foundation of knowledge and skills in area of specialization generally obtained from graduating from a four-year college or university with nine semester hours in programming and one year of experience in business application consulting or development. Experience in the field of work related to the position's role may be substituted on a year-for-year basis.

Issuance Record

Initial Issuance:

Doc revision date	Issue Date	Supervisor	Employee
-------------------	------------	------------	----------

Additional Issuance:

Doc revision date	Issue Date	Supervisor	Employee
-------------------	------------	------------	----------

Additional Issuance:

Doc revision date	Issue Date	Supervisor	Employee
-------------------	------------	------------	----------

Additional Issuance:

Doc revision date	Issue Date	Supervisor	Employee
-------------------	------------	------------	----------

NOTE: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.