

**Oklahoma Farm Bureau & Affiliated Companies  
Job Description**

<b>Job Title:</b> Technical Business Analyst		<b>Department:</b> Information Systems	
<b>Accountable to:</b> Programming Manager		<b>Issued:</b> 08/2018	<b>Revised:</b> 5/2019
<b>WC Code:</b>	<b>Type of position:</b> <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intern <input type="checkbox"/> Seasonal	<b>FLSA:</b> <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt	<b>Position Details:</b> <input checked="" type="checkbox"/> Individual Contributor <input type="checkbox"/> Supervisor/Manager (direct reports)

**Primary Purpose:** Works as a Liaison between the Business User Departments and the Programming Development team. Responsible for analyzing, validating, specifying, verifying, and managing the business needs of Project Stakeholders and end users.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

1. Works with the IS Systems Analyst, as well as User Department personnel on new additions and changes to system applications including but not limited to, Requirements gathering, testing, implementation and documentation.
2. Responds in a timely manner to user department needs, as prioritized by IS applications programming manager, to resolve data processing problems which may occur on an ongoing basis.
3. Must be available at all "unscheduled work hours" to respond to problems in any system application, when so called upon.
4. Communicates on a daily (more frequently, if necessary) basis with IS Programming Manager and peers on projects and problems related to assigned areas, so as to effect the smoothest possible operation.
5. Analyzes, defines, and documents requirements for data, workflow, logical processes, hardware and operating system environment, interfaces with other systems, internal and external checks and controls, and outputs.
6. Researches and evaluates software and hardware to assist in programming or to use as program platforms.
7. Designs screen layouts, graphical user interfaces, printed outputs, and interfaces with other systems.
8. Writes and maintains documentation to describe program development, logic, coding, testing, changes, and corrections.
9. Provides technical assistance by responding to inquiries from others regarding errors, problems, or questions about applications.
10. Trains end users or technical support staff to use applications.
11. Monitors performance of programs after implementation.
12. Experience with functional testing and writing test plans and cases.
13. Experience with Automated Testing Tools.
14. Analytical with strong attention to detail and the ability to master new applications and technologies quickly.
15. Experience writing queries and analyzing data with SQL Server.

## **Competencies**

**To perform the job successfully, an individual should demonstrate the following competencies:**

1. Analytical - Synthesizes complex or diverse information; Uses intuition and experience to complement data.
2. Design - Generates creative solutions; Demonstrates attention to detail.
3. Problem Solving - Identifies and resolves problems in a timely manner; Works well in group problem solving situations.
4. Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting.
5. Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Participates in meetings.
6. Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Able to read and interpret written information.
7. Teamwork - Balances team and individual responsibilities.
8. Business Acumen - Understands business implications of decisions; Aligns work with strategic goals.
9. Diversity - Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment.
10. Ethics - Treats people with respect; Works with integrity and ethically; Upholds organizational values.
11. Organizational Support - Follows policies and procedures.
12. Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment.
13. Professionalism - Approaches others in a tactful manner; Treats others with respect and consideration regardless of their status or position.
14. Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality.
15. Adaptability - Adapts to changes in the work environment.
16. Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time. Expected to maintain regular attendance.
17. Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.

## **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## ***Education and/or Experience***

Bachelor's degree (B. A.) from four-year College or University; and/or 1-3 years proven hands-on experience; or equivalent combination of education and experience. Experience with Automated Testing Tools and SQL. Insurance Experience is a plus.

## ***Skills and Knowledge***

- **Language Skills-**
  - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.
  
- **Mathematical Skills**
  - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
  
- **Reasoning Ability**
  - Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
  
- **Computer Skills**
  - Must have extensive knowledge of principles, practices, hardware, and software related to the establishment, maintenance, and documentation of network architecture and security.
  
- **Preferred Skills, Abilities, and Proficiencies**
  - Prefer candidates who have experience with Accounting and/or Billing Systems

## **Work Environment**

The employee will work in an office environment. The noise level in the work environment varies from quiet to moderate.

***Mental:*** Clear and conceptual thinking ability; excellent judgment, troubleshooting, problem solving, analysis, and discretion; ability to handle work-related stress; ability to handle multiple priorities simultaneously; and ability to meet deadlines

***Physical:*** While performing the duties of this job, the employee is regularly required to sit and use hands to finger, handle, or feel, such as keyboarding and writing. The employee frequently is required to reach with hands and arms and talk and hear. The employee is frequently required to stand and walk. While performing the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to airborne particles such as paper dust. Must have visual acuity to read and draft reports, memos, letters, etc. Specific vision abilities required by this job include vision adequate for the incumbent to perform the responsibilities and functions of the job efficiently. Must be able to speak and communicate clearly.