



## IT Business Analyst - Job Profile Matrix

<b>Job Family:</b> IT Business Analyst <b>Line of Business:</b> Information Technology <b>Reports to (Job Title):</b> Manager or Supervisor	<b>Effective Date of Job Profile:</b> 01/01/2013 <b>Last Updated:</b> 6/11/2012
---	--

<b>Job Family Summary</b>	The main role of the IT Business Analyst (BA) is to analyze and propose system solutions for the Line of Business and IT organizations. The BA is viewed as an integral strategic partner and business liaison in technology decisions who understands business content, procedures, processes and systems for the corresponding business units. The BA is responsible for assembling, analyzing, and translating business requirements into detailed requirements and functional specifications. Performs feasibility analysis, develops project scope, and provides recommendations on the alternative solutions, project strategy and deliverable prioritization, as well as system alternatives or enhancements to current systems. Analyzes business needs, defines detailed requirements and validates solutions with the client.				
<b>SAP Job Code</b>	51697146	50105833	50105835	50489603	50489843
<b>Job Title</b>	IT Business Analyst, Associate	IT Business Analyst, Career	IT Business Analyst, Senior	IT Business Analyst, Expert	IT Business Analyst, Principal
<b>Position Title Examples</b>	IT Business Analyst, Associate	IT Business Analyst, Career	IT Business Analyst, Senior	IT Business Analyst, Expert	IT Business Analyst, Principal
<b>PGE Job Level</b>	Associate	Career	Senior	Expert	Principal
<b>Job Responsibilities</b>	<b>Major Duties and Responsibilities:</b>  <b>▼ Client Support and Consulting:</b> <ul style="list-style-type: none"> <li>• Analyze low complexity business processes and information needs of the client.</li> <li>• Understand major areas of the client's business environment.</li> <li>• Discuss requirements and deliverables with the client or the Lead BA.</li> <li>• Discuss and document alternative solutions to low complexity business problems.</li> <li>• Provide timely and professional responses to client inquiries or escalate as appropriate.</li> </ul> <b>▼ Business Analysis:</b> <ul style="list-style-type: none"> <li>• Document low complexity business requirements.</li> <li>• Review design and technical specification documents for alignment with business solution.</li> <li>• Perform quality reviews of test results.</li> <li>• Comply with Sarbanes-Oxley Act (SOX)</li> </ul>	<b>Major Duties and Responsibilities:</b>  <b>▼ Client Support and Consulting:</b> <ul style="list-style-type: none"> <li>• Analyze moderate complexity business processes and information needs of the client.</li> <li>• Understand major areas of the client's business environment and effectively identify the business needs.</li> <li>• Coordinate requirements and deliverables with the client or the Lead BA. Propose IT solutions to moderate business problems.</li> <li>• Discuss and document alternative solutions to moderate business problems.</li> <li>• Provide timely and professional responses to client inquiries or escalate as appropriate.</li> </ul> <b>▼ Business Analysis:</b> <ul style="list-style-type: none"> <li>• Define and document business requirements for projects of moderate complexity.</li> <li>• Contribute to the business cases for IT</li> </ul>	<b>Major Duties and Responsibilities:</b>  <b>▼ Client Support and Consulting:</b> <ul style="list-style-type: none"> <li>• Provide consulting in information technology to the client to identify and satisfy the business needs.</li> <li>• Analyze end-to-end business processes of moderate to high complexity and information needs of the clients in one or more business functional areas.</li> <li>• Understand the client's current and future business environment, effectively anticipate, identify and meet the business needs.</li> <li>• Identify, propose and influence IT solutions to moderate-to-complex business problems; negotiate requirements and deliverables with the client.</li> <li>• Evaluate and document alternatives that will provide the most effective solutions to business problems.</li> <li>• Anticipate client concerns and questions, and provide timely and professional client-focused communications.</li> </ul>	<b>Major Duties and Responsibilities:</b>  <b>▼ Client Support and Consulting:</b> <ul style="list-style-type: none"> <li>• Provide expert consulting in information technology to the client to identify and satisfy the business needs.</li> <li>• Analyze end-to-end complex business processes and information needs of the clients in one or more business functional areas (may include external entities).</li> <li>• Understand in detail the current and future business environment of the business clients; effectively anticipate, identify, and fully meet the business needs.</li> <li>• Identify, propose and influence IT solutions to complex business problems; negotiate requirements and deliverables with multiple business clients.</li> <li>• Evaluate and document alternatives that will provide the most effective solutions to complex business problems.</li> <li>• Anticipate client concerns and questions, and provide proactive, timely and</li> </ul>	<b>Major Duties and Responsibilities:</b>  <b>▼ Client Support and Consulting:</b> <ul style="list-style-type: none"> <li>• Provide expert consulting in information technology to multiple clients to identify and satisfy their business needs.</li> <li>• Analyze end-to-end complex business processes and information needs of the clients across business functional areas and potentially external entities.</li> <li>• Understand in detail the current and future business environment of the business client organizations; effectively anticipate, identify, and fully meet the business needs.</li> <li>• Identify, propose and influence IT solutions to complex cross-organizational business problems; negotiate requirements and deliverables across multiple business customers and organizations.</li> <li>• Evaluate and document alternatives that will provide the most effective solutions to complex, possibly cross-functional business problems.</li> </ul>



## IT Business Analyst - Job Profile Matrix

	<p>and other standard process requirements.</p> <p>▼ <b>Other:</b></p> <ul style="list-style-type: none"> <li>• May perform various additional activities, such as operation and maintenance support, application testing, etc.</li> </ul> <p><b>Additional Distinguishing Characteristics of this Level:</b></p> <ul style="list-style-type: none"> <li>• Mentored and guided by more experienced Business Analysts and a Supervisor.</li> </ul>	<p>projects and initiatives.</p> <ul style="list-style-type: none"> <li>• Review design and technical specification documents for alignment with business solution.</li> <li>• Review test plans and perform quality reviews of test results.</li> <li>• Comply with SOX and other standard process requirements.</li> </ul> <p>▼ <b>Other:</b></p> <ul style="list-style-type: none"> <li>• May perform various additional activities, such as operation and maintenance support, application testing, scope presentations, etc.</li> </ul> <p><b>Additional Distinguishing Characteristics of this Level:</b></p> <ul style="list-style-type: none"> <li>• May be mentored by a Senior Business Analyst.</li> <li>• Able to analyze and propose solutions with some supervision.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide timely responses to client inquiries.</li> </ul> <p>▼ <b>Business Analysis:</b></p> <ul style="list-style-type: none"> <li>• Define and document business requirements for moderate-to-complex projects.</li> <li>• Actively contribute to the business cases for IT projects and initiatives.</li> <li>• Review design and technical specification documents for alignment with business solution.</li> <li>• Prepare or review test plans and perform quality reviews of test results.</li> <li>• Comply with SOX and other standard process requirements.</li> </ul> <p>▼ <b>Other:</b></p> <ul style="list-style-type: none"> <li>• Communicate IT processes to the business clients.</li> <li>• May perform various additional activities, such as operation and maintenance support, application testing, etc.</li> </ul> <p><b>Additional Distinguishing Characteristics of this Level:</b></p> <ul style="list-style-type: none"> <li>• Able to analyze and design solutions independently with limited guidance.</li> <li>• Able to work effectively with other groups to persuade, exchange ideas and foster cooperation.</li> <li>• Demonstrates extensive knowledge of concepts, principles or practices in a specific business area.</li> <li>• Demonstrates seasoned, experienced-based judgment in applying and adapting techniques with high credibility of the project team members.</li> <li>• Participates in project estimates.</li> <li>• Able to perform peer review of</li> </ul>	<p>professional client-focused communications.</p> <ul style="list-style-type: none"> <li>• Provide timely responses to client inquiries or delegate as appropriate.</li> </ul> <p>▼ <b>Business Analysis:</b></p> <ul style="list-style-type: none"> <li>• Define and document business requirements for complex projects.</li> <li>• Act as a key contributor to the business cases for complex IT projects and initiatives.</li> <li>• Review design and technical specification documents for alignment with business solution.</li> <li>• Prepare and review test plans and perform quality reviews of test results.</li> <li>• Comply with SOX and other standard process requirements.</li> </ul> <p>▼ <b>Other:</b></p> <ul style="list-style-type: none"> <li>• Communicate IT processes to the business clients. Contribute to IT Methodology.</li> <li>• May perform various additional activities, such as operation and maintenance support, testing of critical areas of complex applications, etc.</li> </ul> <p><b>Additional Distinguishing Characteristics of this Level:</b></p> <ul style="list-style-type: none"> <li>• Able to analyze and design solutions independently with minimal guidance as needed on the most complex projects.</li> <li>• Demonstrates a level of expertise that allows the BA to act as a recognized authority for a project or initiative.</li> <li>• Demonstrates understanding of business processes for several business functional areas, and can effectively coordinate the work on analysis and requirements for several projects.</li> </ul>	<ul style="list-style-type: none"> <li>• Anticipate client concerns and questions, and provide proactive, timely and professional communications across the client organizations.</li> <li>• Provide timely responses to client inquiries or delegate as appropriate.</li> </ul> <p>▼ <b>Business Analysis:</b></p> <ul style="list-style-type: none"> <li>• Define and document business requirements for complex cross-functional projects.</li> <li>• Act as a key contributor to the business cases for complex and cross-functional IT projects and initiatives.</li> <li>• Review design and technical specification documents for alignment with business solution.</li> <li>• Prepare and review test plans and perform quality reviews of test results.</li> <li>• Comply with SOX and other standard process requirements.</li> </ul> <p>▼ <b>Other:</b></p> <ul style="list-style-type: none"> <li>• Communicate IT processes to the business clients. Contribute to IT Methodology.</li> <li>• May perform various additional activities as required.</li> </ul> <p><b>Additional Distinguishing Characteristics of this Level:</b></p> <ul style="list-style-type: none"> <li>• Able to analyze and design solutions independently even on the most complex projects.</li> <li>• Demonstrates the highest level of expertise and is recognized as the most senior expert on business analysis methods and processes.</li> <li>• Demonstrates broad knowledge of industry best practices for IT projects. This position also requires knowledge of</li> </ul>
--	---	---	---	--	---



## IT Business Analyst - Job Profile Matrix

			<p>requirements and designs documents.</p> <ul style="list-style-type: none"> <li>• Able to lead medium to high complexity level requirements efforts and coaching or mentoring less experienced business analysts.</li> <li>• Demonstrates familiarity with a number of the following areas: testing, project management, related Lines of Business, software development, SOX compliance, regulatory compliance, operational/disaster recovery, operations, maintenance, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Serves as key technical resource within the area of specialization.</li> <li>• Demonstrates advanced knowledge and technical competence.</li> <li>• Exercises independent judgment and discretion in matters of significance with broad scope and high complexity.</li> <li>• Mentors the Associate and Career-level team members.</li> <li>• Demonstrates good understanding of a number of the following areas: testing, project management, related Lines of Business, software development, SOX compliance, regulatory compliance, operational/disaster recovery, operations, maintenance, etc.</li> </ul>	<p>business processes for all corresponding business functional areas.</p> <ul style="list-style-type: none"> <li>• Coordinates business analysis efforts for multiple projects across different organizations.</li> <li>• Consistently demonstrates advanced knowledge and technical competence in all areas of business analysis.</li> <li>• Directs and coaches other team members.</li> <li>• Participates in review and improvement of IT Methodology.</li> <li>• Ensures that the design and integration of proposed system, software and hardware solutions leads to the development and growth of the business through effective use of technology.</li> <li>• Integrally involved in 'buy versus build' decisions.</li> <li>• Provides leadership on the business analysis work that has strategic importance for the corresponding IT organization.</li> <li>• Demonstrates a high level of expertise in a number of the following areas: testing, project management, related Lines of Business, development, SOX compliance, regulatory compliance, operational/disaster recovery, operations, maintenance, etc.</li> </ul>
<b>Supervisory Responsibility</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>	<ul style="list-style-type: none"> <li>• None</li> </ul>	<ul style="list-style-type: none"> <li>• None. May provide mentorship and guidance to less experienced employees.</li> </ul>	<ul style="list-style-type: none"> <li>• None. Provides mentorship and guidance to less experienced employees.</li> </ul>	<ul style="list-style-type: none"> <li>• May supervise 1-4 employees. Provides mentorship and guidance to less experienced employees.</li> </ul>
<b>Education Minimum Desired</b>	<p>Minimum requirements:</p> <ul style="list-style-type: none"> <li>• BA/BS in Computer Science/ Information Systems, Business, Engineering, etc. or equivalent work</li> </ul>	<p>Minimum requirements:</p> <ul style="list-style-type: none"> <li>• BA/BS in Computer Science/ Information Systems, Business, Engineering, etc. or equivalent work</li> </ul>	<p>Minimum requirements:</p> <ul style="list-style-type: none"> <li>• BA/BS in Computer Science/ Information Systems, Business, Engineering, etc. or equivalent work</li> </ul>	<p>Minimum requirements:</p> <ul style="list-style-type: none"> <li>• BA/BS in Computer Science/ Information Systems, Business, Engineering, etc. or equivalent work</li> </ul>	<p>Minimum requirements:</p> <ul style="list-style-type: none"> <li>• BA/BS in Computer Science/ Information Systems, Business, Engineering, etc. or equivalent work</li> </ul>



## IT Business Analyst - Job Profile Matrix

	experience.	experience.	experience.	experience.	experience.
			Desired requirements: <ul style="list-style-type: none"> <li>Advanced degree is a plus.</li> </ul>	Desired requirements: <ul style="list-style-type: none"> <li>Advanced degree is a plus.</li> </ul>	Desired requirements: <ul style="list-style-type: none"> <li>Advanced degree is a plus.</li> </ul>
<b>Experience</b> <b>Minimum</b>  <b>Desired</b>	Minimum requirements: <ul style="list-style-type: none"> <li>0 years of experience in similar or related job functions (Information Technology or Business).</li> <li>Participation in projects of low complexity.</li> </ul> Desired requirements: <ul style="list-style-type: none"> <li>Typically has 1+ years of experience in similar or related job functions (Information Technology or Business).</li> <li>Participation in projects of medium complexity.</li> </ul>	Minimum requirements: <ul style="list-style-type: none"> <li>2 years of experience in similar or related job functions (Information Technology or Business) that could be substituted by an advanced degree.</li> <li>Participation in projects of medium complexity.</li> </ul> Desired requirements: <ul style="list-style-type: none"> <li>Typically has 2+ years of experience in similar or related job functions (Information Technology or Business) that could be substituted by an advanced degree.</li> <li>Participation in projects of high complexity.</li> </ul>	Minimum requirements: <ul style="list-style-type: none"> <li>4 years of job related experience in Information Technology. 3 years of experience in business analysis. Can have less experience in case of an advanced degree.</li> <li>Participation in projects of medium to high complexity.</li> <li>Familiarity with the corresponding Line of Business-related functions.</li> </ul> Desired requirements: <ul style="list-style-type: none"> <li>Typically has 5+ years of job related experience in Information Technology, which may include or be in addition to 5+ years of experience in business analysis.</li> <li>Working experience with the corresponding Line of Business.</li> <li>Extensive participation in projects of high complexity.</li> <li>Leadership role in projects of medium complexity.</li> </ul>	Minimum requirements: <ul style="list-style-type: none"> <li>7 years of job related experience in Information Technology. 5 years of experience in business analysis.</li> <li>Participation in projects of high complexity at an expert level or in a leadership role.</li> <li>Advanced knowledge of multiple corresponding Line of Business-related functional areas.</li> </ul> Desired requirements: <ul style="list-style-type: none"> <li>Typically has 8+ years of job related experience in Information Technology, which may include or be in addition to 6+ years of experience in business analysis.</li> <li>Expert-level knowledge and working experience with multiple corresponding Line of Business-related functional areas.</li> <li>Extensive participation in projects of high complexity or simultaneous participation in multiple projects of medium to high complexity in a leading role.</li> </ul>	Minimum requirements: <ul style="list-style-type: none"> <li>10 years of job related experience in Information Technology. 8 years of experience in business analysis.</li> <li>Extensive participation in projects of high complexity or simultaneous participation in multiple projects of medium to high complexity in a leading role.</li> <li>Expert-level knowledge and working experience with multiple corresponding Line of Business-related functional areas.</li> </ul>
<b>License/</b> <b>Certification</b> <b>Minimum</b>  <b>Desired</b>	<ul style="list-style-type: none"> <li>Continuous education in IT or business specific areas.</li> </ul>	<ul style="list-style-type: none"> <li>Continuous education in IT and business specific areas.</li> </ul>	Minimum requirements: <ul style="list-style-type: none"> <li>Continuous education in IT and business specific areas.</li> </ul> Desired requirements: <ul style="list-style-type: none"> <li>Certification of Competency in Business Analysis (CCBA) is a plus.</li> </ul>	Minimum requirements: <ul style="list-style-type: none"> <li>Continuous education in IT and business specific areas.</li> <li>PG&amp;E Leadership training (or scheduled to take within 6 months).</li> <li>CCBA certification (or scheduled to obtain it within 6 months).</li> </ul> Desired requirements: <ul style="list-style-type: none"> <li>Certified Business Analysis Professional</li> </ul>	Minimum requirements: <ul style="list-style-type: none"> <li>Continuous education in IT and business specific areas.</li> <li>Completed PG&amp;E Leadership training.</li> <li>CBAP certification.</li> </ul>



## IT Business Analyst - Job Profile Matrix

				(CBAP).	
<b>Knowledge, Skills, Abilities</b>  <b>Minimum</b>  <b>Desired</b>	<p>Minimum requirements:</p> <ul style="list-style-type: none"> <li>• Knowledgeable about the business requirements process.</li> <li>• Detail oriented, analytical, good oral and written communication skills.</li> <li>• General understanding of the utility business.</li> <li>• Working knowledge of MS Office suite of applications, including Excel and Visio.</li> </ul> <p>Desired requirements:</p> <ul style="list-style-type: none"> <li>• Basic knowledge of relational databases, including data querying is a plus.</li> <li>• General understanding of at least one functional area of the related Line of Business.</li> </ul>	<p>Minimum requirements:</p> <ul style="list-style-type: none"> <li>• Knowledgeable about the business requirements process.</li> <li>• Detail oriented, analytical, good oral and written communication skills.</li> <li>• General understanding of the utility business and at least one functional area of the related Line of Business.</li> <li>• Working knowledge of MS Office suite of applications, including Excel and Visio.</li> </ul> <p>Desired requirements:</p> <ul style="list-style-type: none"> <li>• Working knowledge of relational databases, including data querying is a plus.</li> <li>• Understanding of Unified Modeling Language (UML) is a plus.</li> <li>• Ability to work with different teams across disciplines and levels.</li> </ul>	<p>Minimum requirements:</p> <ul style="list-style-type: none"> <li>• Very knowledgeable about the business requirements process.</li> <li>• Detail oriented, analytical, good oral and written communication skills.</li> <li>• Strong understanding of the utility business and several functional areas of the related Line of Business.</li> <li>• Working knowledge of MS Office suite of applications, including Excel and Visio.</li> <li>• Ability to work with different teams across disciplines and levels.</li> <li>• Ability to create supplemental materials such as Request for Change (RFC), User Manuals, Disaster Recovery Procedures, etc.</li> <li>• Ability to create visual representation of Business Processes using swim lane diagrams, business process flows, data flows, functional breakdown structures, etc.</li> </ul> <p>Desired requirements:</p> <ul style="list-style-type: none"> <li>• Working knowledge of relational databases, including data querying.</li> <li>• Working knowledge of UML.</li> </ul>	<p>Minimum requirements:</p> <ul style="list-style-type: none"> <li>• Expert knowledge of the business requirements process.</li> <li>• Detail oriented, analytical, good oral and written communication skills.</li> <li>• Strong understanding of the utility business and multiple functional areas of the related Lines of Business.</li> <li>• Working knowledge of MS Office suite of applications, including Excel and Visio.</li> <li>• Ability to work with different teams across disciplines and levels.</li> <li>• Ability to promote good working environment with different teams across disciplines and levels.</li> <li>• Skilled in evaluating technical solutions, and providing resource, time and cost estimates.</li> <li>• Skilled in evaluating IT processes and ability to suggest improvements.</li> <li>• Ability to create visual representation of Business Processes using swim lane diagrams, business process flows, data flows, functional breakdown structures, etc.</li> <li>• Good mentoring skills.</li> </ul> <p>Desired requirements:</p> <ul style="list-style-type: none"> <li>• Working knowledge of relational databases, including data querying.</li> <li>• Working knowledge of UML is highly desired.</li> </ul>	<p>Minimum requirements:</p> <ul style="list-style-type: none"> <li>• Expert knowledge of the business requirements process.</li> <li>• Detail oriented, analytical, good oral and written communication skills.</li> <li>• Strong understanding of the utility business and all major functional areas of the related Lines of Business.</li> <li>• Working knowledge of MS Office suite of applications, including Excel and Visio.</li> <li>• Ability to work with different teams across disciplines and levels.</li> <li>• Ability to promote good working environment with different teams across disciplines and levels.</li> <li>• Skilled in evaluating technical solutions, and providing resource, time and cost estimates.</li> <li>• Skilled in evaluating IT processes, implementing improvements and achieving cost savings.</li> <li>• Provide input for IT Methodology improvements.</li> <li>• Ability to create visual representation of Business Processes using swim lane diagrams, business process flows, data flows, functional breakdown structures, etc.</li> <li>• Strong mentoring skills.</li> </ul> <p>Desired requirements:</p> <ul style="list-style-type: none"> <li>• Working knowledge of relational databases, including data querying.</li> <li>• Working knowledge of UML.</li> </ul>
<b>Supplemental</b>	<ul style="list-style-type: none"> <li>• Generally, work is performed in an office environment. Travel to other facilities for routine meetings about 10%.</li> <li>• Possible feeder jobs into this job family are: <ul style="list-style-type: none"> <li>- Programmer/Analyst</li> <li>- Software Testing Analyst</li> </ul> </li> </ul>				



## IT Business Analyst - Job Profile Matrix

	<ul style="list-style-type: none"> <li>- Line of Business Subject Matter Expert (SME)</li> <li>- Technical Writer</li> <li>- Technical Trainer</li> <li>• A minimal set of technical competencies listed below is expected for every BA career level:             <ul style="list-style-type: none"> <li>- At least two Proficient levels for the Associate BA</li> <li>- At least two Advanced and three Proficient levels for the Career BA</li> <li>- At least three Advanced and the rest Proficient levels for the Senior BA</li> <li>- At least two Master and most of the rest Advanced levels for the Expert BA</li> <li>- At least five Master and most of the rest Advanced levels for the Principal BA</li> </ul> </li> </ul>
--	--

Technical Competencies	Technical Competency Descriptions	Proficiency Level*				
		Associate	Career	Senior	Expert	Principal
Business Analysis	Provides analysis and insight into current business practices.	Novice	Proficient	Advanced	Advanced - Master	Master
Business Systems Improvement	Identifies business systems problems and opportunities for improvement and simplification. Takes action to control and improve processes.	Novice	Proficient	Advanced	Advanced - Master	Master
Advocacy and Persuasion	Effectively influences others to achieve understanding, acceptance, and commitment to act in support of ideas, programs or causes related to business systems	Novice	Proficient	Proficient	Advanced	Advanced - Master
Negotiation	Applies negotiating techniques, subject matter, and strategy to obtain commitment, compromise, or settlement in a way that promotes mutual goals or interests.	Novice	Proficient	Proficient	Advanced	Advanced - Master
Business (Strategic) Application	The ability to think in terms of a strategy; to abstract from detail of daily tasks to a long-term plan and vision.	Novice	Novice	Proficient	Advanced	Advanced - Master
Consulting Skills	Uses expertise to counsel or guide individuals in problem resolution; participates in research and analysis.	Novice	Proficient	Advanced	Advanced - Master	Master
Needs Analysis	Works with the lines of business to help define business needs, objectives, and solutions.	Proficient	Advanced	Advanced	Advanced - Master	Master
Information Analysis	Breaks down information into components, identifies underlying principles or facts, and recognizes interrelationships; shows insight into the root-causes of problems or issues.	Proficient	Advanced	Advanced	Advanced - Master	Master
Training Others	Effectively communicates information for the purpose of having others learn, understand, and apply specific principles, techniques, or information.	Novice	Novice	Proficient	Proficient	Advanced - Master
Project Assessment	Participates in project assessment (solution evaluation, resource, time and cost estimates).	Novice	Novice	Proficient	Proficient	Advanced - Master
Risk Management	Assesses, prioritizes, monitors and addresses complex issues and challenges that present risk to our business and reputation.	Novice	Novice	Proficient	Advanced	Master
Business Acumen	Demonstrates understanding about how the business works and of trends and practices affecting the Company; provides	Novice	Novice	Proficient	Advanced	Master



## IT Business Analyst - Job Profile Matrix

---

	analysis and insight into current business practices.					
--	---	--	--	--	--	--

### **\*Proficiency Levels**

**Novice:** Demonstrates general understanding of knowledge, principles, and/or applications of the area; is able to complete routine assigned tasks with minimal guidance or supervision.

**Proficient:** Demonstrates solid understanding of knowledge, principles, and/or applications of the area; is able to complete moderately complex projects, with minimal guidance and supervision.

**Advanced:** Demonstrates advanced understanding of knowledge, principles, and/or applications of the area; is able to understand complex ideas and make recommendations in this area. May guide efforts of others on the team.

**Master:** Demonstrates mastery of knowledge, principles, and/or applications of the area; is able to lead and direct others in this area.