



Business Analysis - Job Profile Matrix

Line of Business: Cross-Functional Job Family: Business Analysis Reports to (Job Title): Manager/Supervisor	Effective Date of Job Profile: 04/26/2011 Last Updated: 04/26/2011; 06/17/2013
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Job Family Summary	Business Analysts are responsible for research, data analysis, budgeting, forecasting and reporting in support of business decision making, business strategy and business operations. May also be involved in business process improvement, quality control and special projects and other initiatives. Responsibilities typically include many or all of the following: <ul style="list-style-type: none"> • Data Analysis: Compiles and analyzes data. May develop and/or maintain data models for what-if analysis and for other business purposes. • Metrics and Reporting: Develops and tracks business metrics. Develops and maintains standard, custom and ad-hoc reports. • Budgeting & Forecasting: Develops or works with budgets and forecasts. • Research: Researches best practices; develops internal and external benchmarks in support of business decisions. • Quality Assurance & Business Process Improvement: May perform quality assurance and business process improvement activities in support of the business. Activities may include developing, managing or coordinating performance or quality assessment, business process re-engineering, change management, communication and training. • Project Management: Lead projects, determining scope, budget, timeframes, forming teams, assigning tasks, managing resources and issues. 				
Job Title	Business Analyst, Associate	Business Analyst	Business Analyst, Senior	Business Analyst, Expert	Business Analyst, Principal
Position Title	Various, use job title when possible	Various, use job title when possible	Various, use job title when possible	Various, use job title when possible	Various, use job title when possible
PGE Job Level	Associate	Career	Senior	Expert	Principal
SAP Job Code	50010607	50010620	50010621	50314586	50314587
Job Responsibilities	<ul style="list-style-type: none"> • Performs standard analysis and works with existing data models. • Pulls data to populate standard reports. Presents data and findings to senior peers or internal clients. • Tracks existing metrics. • Learning to apply basic knowledge and develop professional skill set. • Assists other Business Analysts using established processes, practices and procedures as directed. • Communicates with peers inside and outside of the department, providing information or exchanging data. • Participates on project teams. 	<ul style="list-style-type: none"> • Performs analysis on moderately complex data models selecting from various reports and data options. • Determines data needs, collects data, selects from different analytical techniques to achieve desired data outcomes. • Understands business needs, develops new reports and performs custom/ad-hoc reporting working independently. Presents findings to various audiences. • Performs basic research internally and externally. • Communicates with peers inside and outside the department exchanging ideas or gathering information. • Participates on project teams. 	<ul style="list-style-type: none"> • Performs analysis on complex data models requiring customized reports and data. • Develops new or revises existing data analysis to predict business outcomes selecting from various complex variables. • Develops and uses metrics to develop recommendations related to business strategy and operations. Presents findings and recommendations to leaders. • Manages small to mid-size projects. 	<ul style="list-style-type: none"> • Performs analysis on highly complex data models that have cross-functional impact. • Applies advanced knowledge to wide-ranging issues. • Develops innovative data solutions to address complex business issues. Presents findings and proposed recommendations to leaders. • Develop business cases in support of strategy or change initiatives. • Works with and leverages relationships with Directors and Managers across functions / PG&E. • Manages cross-functional projects or initiatives. 	<ul style="list-style-type: none"> • Performs analysis on the most complex data models that have cross-functional impact. • Solves unique and complex problems, anticipating issues and developing innovative solutions. Presents findings and recommendations to senior leaders to gain agreement. • Develops highly complex data systems that have wide ranging impact and application across multiple departments. • Works with senior management to support strategic planning and decision making. • Manages major cross-functional projects and initiatives
Supervisory Responsibility				May provide direction and coaching to other Business Analysts.	May provide direction and coaching to other Business Analysts.
Education Minimum	Bachelor of Science in Business, Finance, Economics, Engineering or related discipline or	Bachelor of Science in Business, Finance, Economics, Engineering or related discipline	Bachelor of Science in Business, Finance, Economics, Engineering or related	BS in Business, Finance, Economics, Engineering or related discipline or	Bachelor of Science in Business, Finance, Economics, Engineering or related



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	equivalent work experience required.	or equivalent work experience required.	discipline or equivalent work experience required.	equivalent work experience required.	discipline or equivalent work experience required.
Desired			MBA or graduate degree	MBA or graduate degree	MBA or graduate degree
License/ Certification Minimum					
Desired					
Experience Minimum		2 years of related work experience	4 years of related work experience	6 of related work experience	Minimum of 8 years of related work experience
Desired					
Knowledge, Skills, and Abilities (Desired)	<ul style="list-style-type: none"> Qualitative and quantitative analytical skills Basic knowledge of fundamental analysis Organizational and prioritization skills Verbal and written communication skills Adaptable to changing business conditions and ambiguity Presentation skills to convey findings to varied audiences Manage multiple assignments with demanding time constraints Proficiency in Microsoft Office, Project, Visio or similar software 	<ul style="list-style-type: none"> Knowledge of different analytical methods, approaches and tactics Full understanding of fundamental analysis and what-if modeling and how different factors affect business outcomes Qualitative and quantitative analytical skills Organizational, prioritization and multi-tasking skills. Adaptable to changing business conditions and ambiguity Presentation skills Proficiency in Microsoft Office, Project, Visio or similar software 	<ul style="list-style-type: none"> Broad knowledge of different analytical methods, approaches and tactics Advanced understanding of fundamental analysis and what-if modeling concepts, methods and techniques and analysis of how different factors affect business outcomes Creative problem skills to develop solutions Qualitative and quantitative analytical skills to justify any business changes Strong presentation and communication skills to deliver findings and recommendations to various levels of management Knowledge and understanding of key drivers affecting business results Strong project management knowledge and skills to lead project teams Excellent organizational, prioritization and multi-tasking skills Adaptable to changing business conditions and ambiguity Proficiency in Microsoft Office, Project, Visio or similar software 	<ul style="list-style-type: none"> Extensive knowledge of different analytical methods, approaches and tactics Broad expertise in what-if modeling analysis, concepts, methods and techniques and analysis of how different factors affect business outcomes Creative problem solving skills to develop solutions Strong analytical and writing skills to create compelling business cases based on complex business environments and inputs Influence skills to effectively gain buy in from leaders inside and outside of the department Knowledge and understanding of key drivers affecting business results Project management skills to lead large and complex projects working with cross-functional teams Organizational, prioritization and multi-tasking skills Adaptable to changing business conditions and ambiguity Advanced skills in Microsoft Office, Project, Visio or similar software 	<ul style="list-style-type: none"> Depth and breadth of expertise in multiple qualitative and quantitative analytical methods, approaches and tactics Possesses unique subject matter expertise in what-if modeling analysis, concepts, methods and techniques and recommends how different factors impact business outcomes Creative and strategic problem solving skills to develop new, innovative solutions Strong analytical and writing skills to create compelling business cases based on complex business environments and inputs Influence, negotiation & persuasion skills to gain agreement on recommendations Advanced project management skills & knowledge to lead the largest most complex projects across the line of business supported Excellent organizational, prioritization and multi-tasking skills Deep knowledge and expertise of business and or industry drivers Adaptable to changing business



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					conditions and ambiguity <ul style="list-style-type: none"> Advanced skills in Microsoft Office, Project, Visio or similar software
Supplemental Information					

Technical Competencies	Technical Competency Descriptions	Proficiency Level*				
		Associate	Career	Senior	Expert	Principal
Information Analysis	<i>Breaks down information into components, identifies underlying principles or facts, and recognizes interrelationships; shows insight into the root-causes of problems or issues.</i>	Proficient	Advanced	Advanced	Master	Master
Market Research	<i>Gathers, evaluates, and analyzes external customer, industry, business information, and secondary research to identify solutions to business needs.</i>	Novice	Proficient	Advanced	Master	Master
Metrics and KPI Tracking	<i>Tracks Metrics and Key Performance Indicators to provide information on operational efficiency to others</i>	Proficient	Advanced	Advanced	Master	Master
Consulting Skills	<i>Uses expertise to counsel or guide individuals with regard to problems to be resolved on legal, financial, scientific, technical, or other professional principles.</i>		Proficient	Advanced	Advanced	Master
Project Management Skills	<i>Effectively structures and controls work on a project; integrates all aspects, ensures that work progresses on schedule and that work meets specification or required standard.</i>		Proficient	Advanced	Advanced	Advanced
Operational Monitoring & Analysis	<i>Efficiently and accurately performs monitoring and analysis functions for ongoing projects and work efforts; reviews current work practices for operational efficiencies and deficiencies and provides feedback, follow-up, and recommendations for improvement to appropriate parties.</i>		Novice	Proficient	Advanced	Advanced
Advocacy and Persuasion	<i>Effectively influences others to achieve understanding, acceptance, and commitment to act in support of ideas, programs or causes.</i>		Novice	Proficient	Advanced	Master
Presentation Skills	<i>Demonstrates skill in delivering clear, understandable oral presentations to groups; effectively organizes and tailors presentation to meet the needs of the audience.</i>		Novice	Proficient	Advanced	Master

*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.