

## **Business Analyst**

The position is responsible for assisting the Senior Business Analyst (SBA) with the successful implementation of business and technology solutions for the State of Tennessee Real Estate Asset Management (STREAM) division. The Business Analyst (BA) will provide support as we move business functions to the Archibus platform. With guidance from the SBA, this individual will work with subject matter experts in conceptual and analytical conversations around their business processes and technology practices and provide self-assured guidance and business process improvements in the various domain areas of Corporate Real Estate and Facilities Management. The BA will serve as a liaison between the Information Technology (IT) group and our business experts as we identify requirements for each area. This role will operate at a high level of understanding of each core business team's needs and will work to see that programming provides the necessary data capture and final deliverable to support their requirements. The BA will provide ideas and solutions proactively to assist the division in managing its data and improving performance metrics. This position will report directly to the Senior Business Analyst of STREAM.

The duties and responsibilities of the position include, but are not limited to, the following:

- Facilitate communications with the business area on business process analysis and process improvements
- Assist in the improvement of business processes, data collection, and reporting
- Become knowledgeable of all areas of business process and functional requirements with a focus on real estate and facilities management systems.
- Act as a business process expert for the system being developed, ensuring that all client process and functional requirements are addressed.
- Identify efficient business process design solutions based on existing business process experience and knowledge.
- Understand the specific domain(s) of corporate real estate and be able to apply sound business process concepts and techniques to deliver on the functional design
- Become proficient in the State's BIM and COBie model and ensure that standards are followed during the design and implementation of new applications
- Effectively communicate business process objectives, schedules and status with management, clients and other stakeholders through oral and written communication.
- Work as a partner with the Information Technology team to deliver on the overall client requirements.
- Monitor and manage all business process related communications activities. This includes some management of project resources, tasks and budgets.
- Assist the Senior Business Analyst in developing the project's business process acceptance protocols.
- Monitor, review and resolve all business process related issues in a timely manner.
- Conduct user training.
- Become a Super User for the Archibus application.

#### MINIMUM QUALIFICATIONS

Completion of a four-year bachelor's degree from an accredited college or university

OR

4 years of professional business experience

#### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- 1) Strong Microsoft Office skills, specifically Excel
- 2) Excellent presentation, verbal and written communication skills.
- 3) Excellent organization and analytical skills, with the ability to develop conclusions.
- 4) Excellent problem solving skills.
- 5) The ability and desire to work in an information technology based environment and to acquire a deep understanding of enterprise-wide systems.

If interested, please submit a cover letter and resume to [tim.p.wells@tn.gov](mailto:tim.p.wells@tn.gov)

***\*The State of Tennessee, Department of General Services, is an Equal Opportunity Employer.***

***\*Requests for ADA accommodation should be directed to the Human Resources Office @ 615-253-3966.***