# Position Description

**Job Title:** PQI Business Analyst

**Department:** PQI

**Status:** Professional/Non-Exempt **Salary Grade:**

# Position Summary:

Under the direction of the Director of Performance and Quality Improvement, the PQI Business Analyst works within the agency to develop, design, and implement efficient business processes and systems as well as evaluate current business practices for overall agency efficiency.   The PQI Business Analyst is responsible for proactively identifying technology opportunities that support agency strategies and performance and collaborate with IT professionals to determine if appropriate internal or external solutions currently exist, or whether new solutions are required and feasible. The PQI Business Analyst will educate project team members on agency goals and objectives and educate the agency on the value of information technology. The PQI Business Analyst will also display innovation in identifying, proposing, and overseeing the execution of business solutions, through adaptable communication skills and the ability to translate between technical and business language, working collaboratively and negotiating requirements across the organization. The overall goal of the PQI Business Analyst is to improve the efficiency of the agency through the implementation of best business practices while maintaining agency standards for quality across multiple departments. The PQI Business Analysts will be expected to be able to take part in operations planning and strategic development.

# Major Responsibilities:

1. Works with programs to develop, design, and implement efficient electronic systems and operational processes that ensure compliance with all regulatory entities.
2. Works with the Director of PQI on the successful implementation of various software and business systems within the agency. Designs and participates in user acceptance testing and testing of new system functionality to ensure successful implementation of new software and electronic systems.
3. Provides training and ongoing technical support for agency users. Uses IT resources at an advanced level to create IT solutions, enabling the agency to better meet its goals.
4. Advises and consults with senior management to identify and implement successful systematic changes within the agency by developing training materials and training for new systems that are put into place.
5. Plans, leads, and assists project teams to ensure efficacy and efficacy of project follow through and implementation.

# Other Responsibilities:

1. Ensures the provision of quality services to clients through participation in the agency's PQI process.
2. Display competence and responsiveness to cultural differences present in both customer and employee population.
3. Stays current in the business and analytics field through training and continuing education.
4. Performs other administrative or programmatic duties as assigned by the Director of Performance and Quality Improvement.

# Reporting Responsibilities:

Position reports to: Director of Performance and Quality Improvement.

# Qualifications:

**Knowledge/Experience:** Must possess a Bachelor Degree. Degrees in Business Administration, Data Science or Information Technology preferred. Must be an advanced computer user with advanced working knowledge of word-processing, spreadsheet, database software, Google Suite and the Adobe Suite, Visio, Survey Monkey, Watson Analytics, SPSS, Crystal Reports, SSRS, SQL Server, etc. Working knowledge in information/systems as well as SQL is highly recommended.   This role will involve the development of project plans and will require demonstrated project management skills. Must be able to analyze and provide strategic feedback to various departments and programs on campus. Prefer at least 3 years of experience.

**Skills/Physical/Working Conditions:** Position requires professional communication skills, excellent organizational skills and the ability to multi-task. Must possess efficient computer skills. Must be able to maintain highly professional relationship with personnel from various departments. A technical skills assessment will be required.

# Disclaimer Clause:

Job descriptions are not intended, and should not be construed, to be exhaustive lists of all responsibilities, skills, efforts or working conditions associated with this job. They are meant to be accurate reflections of the principal job elements essential for making fair pay decisions. This position description is not intended as a contract. A Letter of Employment confirms employment. North Carolina is an at-will employment state and Eliada is an at-will employer.