Working Title: Business Analyst

Job Classification: System Analyst I   **Job Grade Level**: 8

Career Track: First in a series of a two-track position (Levels 8 – 9)

Agency/Department: Legislative-Citizen Commission on Minnesota Resources (LCCMR)

Reporting to: Assistant Director   **Date:** April 10, 2025

Primary Objective

To assist LCCMR with its non-partisan proposal and funding process and project oversight responsibilities by managing and enhancing the custom online proposal and grant management system, maintaining the website, and ensuring compliance with digital accessibility standards (Minnesota Statutes, section 3.199, and WCAG 2.1 Levels A/AA/encouraged AAA). The position involves interfacing with external programmers, designing and implementing system improvements, troubleshooting issues, and providing user support and training. The primary objectives of the position are accomplished under the general supervision of the LCCMR Assistant Director.

Responsibilities & Tasks

Proposal and Grant Management System Development and Support (70%)

- Work with staff to identify, track, and prioritize system needs and improvements*.

- In collaboration with staff, design and develop new system modules to meet operational requirements*.

- Communicate detailed specifications, technical requirements and functional logic to external programmer developers; oversee the development process to ensure deliverables align with agreed specifications*.

- Conduct testing, including user acceptance testing (UAT), to confirm new modules and updates meet operational needs without compromising existing system functionality.

- Perform system maintenance, updates, and upgrades either independently or in collaboration with external engineers*.

- Write service-level agreements (SLAs) and manage vendor relationships and contracts to ensure timely and cost-effective delivery of solutions*.

- Coordinate with developers and vendors to integrate system data into websites and applications, including through API connections.

- Understand database structures and workflows to support data access, reporting, and system interoperability.

- Document, track, and help prioritize system enhancements, bug fixes, and technical workflows*.

- Assist in preparing training materials and deliver training sessions for various end users, including staff, commission members, and grantees.

- Ensure the system and system products meet state accessibility standards.

- Update system configurations for annual cycles, including modifying variables for new Request for Proposals (RFPs) and creating off-cycle entries as needed.

- Generate data analytics and create meaningful, visually appealing reports to meet organizational needs.

- Explore and integrate new technologies to ensure the system remains current and aligned with emerging trends.

- Serve as the primary point of contact for end-user support, troubleshooting and responding to inquiries and technical issues related to the system and escalating complex issues when necessary*.

Website Maintenance (25%)

- Support LCCMR and IT staff in the streamlining of website files, content directories, and related repositories*.

- Assist in updating web content and templates, with opportunities to incorporate dynamic or database-driven elements as skills allow.

- Ensure that all web updates and enhancements align with state digital accessibility standards.

Serve as Effective Member of the LCCMR Team (5%)

- Actively participate in team meetings and cross-functional collaboration efforts.

- Assist in general office IT tasks, such as setting up technology for meetings.

- Perform other duties as assigned by the Director or Assistant Director.

Minimum Qualifications

1. Education. Bachelor's degree in Business Administration, Information Systems, Environmental Sciences, Natural Resources, or a related field. A two-year degree and additional two years of relevant experience may substitute the degree requirement.

2. Experience. Three years of professional experience as Business Analyst, or a related position; or a Master's degree and 1 year of relevant experience.

3. Expertise in system analysis, design, and testing methodologies.

4. Experience managing software development projects, including vendor relations and SLA development.

5. Knowledge of accessibility guidelines (WCAG 2.1 Levels A/AA) and compliance requirements.

6. Strong verbal and written communication skills with technical and non-technical audiences.

7. Ability to create and deliver training materials for end users at various skill levels.

8. Excellent organizational skills and attention to detail.

9. Knowledge of website design concepts.

10. Non-partisan background and the ability to act in a politically neutral manner while maintaining confidentiality.

Desired Qualifications

1. Experience with APIs, data visualization, and system integration.

2. Hands-on experience with grantmaking or grant administration.

3. Knowledge of natural resources or environmental sciences.

4. Familiarity with or willingness to learn GIS concepts and tools.

5. Experience with AI tools and technologies.

6. A collaborative and customer-service mindset.

7. Proficiency in writing queries and extracting insights using database tools.

Budget Responsibility:

This position does not have any direct budget responsibility. The staff is responsible for general oversight of LCCMR projects totaling approximately $415 million for the current biennium.

Supervisor Responsibility:

This position does not directly supervise staff.

Scope of Relationships:

Regular contact with local, regional, and state agency staff (all levels of government), representatives from public and private organizations, legislative members and staff, lobbyists, and the general public. Frequent and high level of interaction with information technology vendor(s) and Legislative Coordinating Commission IT staff.

Decision Making & Impact of Error:

The position requires independent decision-making to assess system needs, prioritize enhancements, and oversee vendor deliverables. Errors could have significant consequences, such as disruptions to the proposal and grant management process, non-compliance with accessibility standards, or delays in critical project timelines. The incumbent's ability to foresee potential issues and ensure seamless system functionality is pivotal to maintaining organizational efficiency and reputation.

Working Conditions/Physical Demands:

Occasional long hours and periods of stress, especially around funding proposal deadlines and commission meeting days. Field trips and site visits around the state occasionally occur, which may include long drives, overnight stays, boating, canoeing, hiking, and clambering around construction sites. Some lifting and moving of materials up to approximately 25 lbs. is occasionally needed.

Appointment:

Benefits eligible, unclassified position