



## **Job Profile**

### **ERS Job Title: Business (Data) Analyst 2**

#### **Internal Job Profile Summary**

Reviews and evaluates employer pension data files for reporting compliance. Summarizes the data for useful analysis and communicates compliance related issues to employers and their file providers. This analyst has a solid understanding of reporting processes and the systems that support these processes. He/she is also able to develop, modify and maintain documentation of these processes for internal use. Through the use of systems testing, evaluates system functionality and data controls. Individual may be assigned various projects such as performing trend analysis and training staff. Achieving results, displaying a high degree of customer service and professionalism is expected.

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#### **Job Responsibilities & Performance Standards**

- Reviews employer data for reporting compliance
- Compiles and analyze pension related employer data
- Conducts data and systems control testing and provide recommendations
- Identifies and establishes process improvements
- Modifies existing processes and procedures as needed
- Communicates system updates to managers and supervisors
- Prepares communications to employers when necessary
- Responds to requests from employers, web, and data file reporting issues
- Responsible for assigned projects
- Maintains an accurate employer and data file provider contact database
- Generally performs duties with some management guidance and direction
- Support management with business related issues and performs other duties when necessary

## Technical Competencies Required for Job

<b>Plan Provisions</b>	<ul style="list-style-type: none"> <li>▪ Thorough understanding of eligibility rules and other relevant plan provisions and impact on reporting requirements</li> <li>▪ Ability to understand legislative changes impacting plans</li> </ul>
<b>Computer/Technical Capability</b>	<ul style="list-style-type: none"> <li>▪ Act as an expert user with PeopleSoft , PARIS, and ER web modules</li> <li>▪ Identify and resolve system related issues</li> <li>▪ Proficient use of MS Office software (VBA is a plus)</li> <li>▪ Ability to write business rules for pension and web modules</li> <li>▪ Understanding of system processes and data flow</li> <li>▪ Knowledge and experience using databases</li> <li>▪ Ability to collect, organize, analyze and disseminate significant amounts of information</li> <li>▪ Strong attention to detail and accuracy</li> </ul>
<b>FMD Processes</b>	<ul style="list-style-type: none"> <li>▪ Ability to interpret complex data and resolve any issues               <ul style="list-style-type: none"> <li>– Employer Reporting flow</li> <li>– Knowledge of data conditions</li> <li>– Knowledge of edits</li> <li>– Knowledge of business rules</li> </ul> </li> <li>▪ Advanced understanding of FMG core processes</li> <li>▪ Ability to create &amp; deliver training to other team members</li> <li>▪ Project Mgt               <ul style="list-style-type: none"> <li>– understands essential project elements, key areas, tasks and documentation required and create a project plan</li> </ul> </li> </ul>

## Statewide Core Behavioral Competencies Required for Job

<p><b>Proficient Level Competencies</b></p> <p>Detailed knowledge, understanding, and application of the competency required to be successful in the job; Ability to handle non-routine problems and situations; Requires minimal guidance or supervision / works independently; Consistently demonstrates success in the competency; Capable of assisting others in the application of the competency.</p>	
<b>Accountability</b>	<p>Accepts full responsibility for self and contribution as a team member; displays honesty and truthfulness; confronts problems quickly; displays a strong commitment to organizational success and inspires others to commit to goals; demonstrates a commitment to delivering on his/her public duty and presenting oneself as a credible representative of the Agency and State to maintain the public's trust</p>
<b>Customer Service</b>	<p>Understands that all State employees have external and/or internal customers that they provide services and information to; honors all of the State's commitments to customers by providing helpful, courteous, accessible, responsive, and knowledgeable service</p>
<b>Results Orientation</b>	<p>Consistently delivers required business results; sets and achieves achievable, yet aggressive, goals; consistently complies with quality standards and meets deadlines; maintains focus on Agency and State goals</p>

<b>Teamwork and Cooperation</b>	Cooperates with others to accomplish common goals; works with employees within and across his/her department to achieve shared goals; treats others with dignity and respect and maintains a friendly demeanor; values the contributions of others
<b>Judgment and Decision Making</b>	Analyzes problems by evaluating available information and resources; develops effective, viable solutions to problems which can help drive the effectiveness of the department and/or State of Georgia

### Additional Behavioral Competencies Required for Job:

<b>Proficient Level Competencies</b>	
Detailed knowledge, understanding, and application of the competency required to be successful in the job; Ability to handle non-routine problems and situations; Requires minimal guidance or supervision / works independently; Consistently demonstrates success in the competency; Capable of assisting others in the application of the competency.	
<b>Communication</b>	Respectfully listens to others to gain a full understanding of issues; comprehends written material; presents information in a clear and concise manner orally and in writing to ensure others understand his/her ideas; appropriately adapts his/her message, style, and tone to accommodate a variety of audiences
<b>Flexibility</b>	Adapts to change and different ways of doing things quickly and positively; does not shy away from addressing setbacks or ambiguity; deals effectively with a variety of people and situations; appropriately adapts one's thinking or approach as the situation changes
<b>Initiative</b>	Proactively identifies ways to contribute to the State's goals and missions; achieves results without needing reminders from others; identifies and takes action to address problems and opportunities
<b>Negotiation and Influence</b>	Effectively represents position on issues to gain support and buy-in from others; generates multiple alternatives to a problem to meet the needs of other stakeholders; works to achieve win-win outcomes that others can accept; appropriately utilizes settlement strategies, such as compromise
<b>Problem Solving</b>	Applies creative problem-solving skills to his/her work to develop solutions to problems; recognizes and demonstrates the value in taking "smart" risks and learning from mistakes; ability to identify the root cause of a problem; able to apply general rules or principles to arrive at a solution
<b>Basic Level Competencies</b>	
Basic understanding or knowledge needed for the job; Basic understanding and knowledge sufficient enough to handle routine tasks; Requires some guidance or supervision when applying the competency; Understands and can discuss terminology and concepts related to the competency	
<b>Cultural Awareness</b>	Demonstrates an open-minded approach to understanding people regardless of their gender, age, race, national origin, religion, ethnicity, disability status, or other characteristics; treats all people fairly and consistently; effectively works with people from diverse backgrounds by treating them with dignity and respect

<b>Ethical Behavior &amp; Integrity</b>	Upholds the highest personal and business standards, demonstrates honesty, is able to maintain the trust of others; does not jeopardize business relationships for personal gain; able to maintain confidential information.
<b>Conflict Management</b>	Addresses conflicts by focusing on the issues at hand to develop effective solutions when disputes or disagreements occur; helps others resolve conflicts by providing impartial mediation when needed
<b>Creativity and Innovation</b>	Applies creative problem-solving skills to his/her work to develop solutions to problems; recognizes and demonstrates the value in taking “smart” risks and learning from mistakes; develops multiple alternatives and understands the feasibility of each; effectively shares and implements his/her ideas
<b>Organizing</b>	Able to keep projects moving toward completion; able to keep track of many things that must be done within a given timeframe; able to act according to priorities; able to balance workload demands
<b>Teaching Others</b>	Enhances the capabilities of the organization by openly and effectively sharing his/her subject matter expertise with others; supports a continuous learning environment by preserving and compiling intellectual capital which can be used by others within his/her work group, department and State entities, as appropriate

### **ERS Preferred Qualifications**

Bachelors Degree in Business, Information Management or relevant field and two years work related experience which may consist of data analysis, manipulation and formatting; (or) a minimum of six years work experience with three years of relevant work experience.

### **ERS Career Development Levels**

- Business (Data) Analyst 3
- Business (Data) Analyst 4
- IT Business Solutions Architect

### **Work Environment**

This is a general office environment consisting of cubicle desk space. Ambient room temperatures, lighting and traditional office equipment are provided as found in a typical office environment.

### **Physical Demands**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Individuals working in this job are required to multi-task while seated. May sit for extended periods of time; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 lbs.; verbal communication; use of office equipment, including computer, telephone, calculator, copiers, and fax.