

Business Operations Analyst

Analyzes business and technical processes to formulate, develop, maintain, manage, improve and train new and modified business information processing systems, such as financial forecasting/tracking systems, marketing, and resource allocation systems. Coordinates/manages business and technology teams, ascertaining system requirements, such as program functions, output requirements, input data acquisition, and system techniques and controls. Requires knowledge of e-commerce tools, computer system capabilities, business processes, and work flow. Plans, coordinates and manages business reviews, resource allocations, and financial analysis.

Level 1		Level 2		Level 3		Level 4	
Business Operations Analyst I		Business Operations Analyst II		Business Operations Analyst III		Sr. Business Operations Analyst	
Knowledge	Limited use and/or application of basic principles, theories and concepts. Limited knowledge of industry practices and standards.	Frequent use and general knowledge of industry practices, techniques and standards. General application of concepts and principles.		Complete understanding and application of principles, concepts, practices and standards. Full knowledge of industry practices.		Contributes to the development of new concepts, techniques and standards. Considered an expert in the field within the organization.	
Problem Solving	Solves routine problems of limited scope and complexity by following established policies and procedures.	Develops solutions to a variety of problems of moderate scope and complexity. Refers to policies and practices for guidance.		Develops solutions to a variety of complex problems. May refer to established precedents and policies.		Develops solutions to complex problems that require the regular use of ingenuity and innovation. Ensures solutions are consistent with organization objectives.	
Discretion Latitude	Work is closely supervised. Follows specific, detailed instructions.	Works under only very general supervision. Work is reviewed for soundness of judgment and overall adequacy and accuracy.		Work is performed under general direction. Participates in determining objectives of assignment. Plans schedules and arranges own activities in accomplishing objectives. Work is reviewed upon completion for adequacy in meeting objectives.		Work is performed without appreciable direction. Exercises considerable latitude in determining objectives and approaches to assignment.	
Impact	Contributions are usually limited to task-related activities. Errors do not typically have a major effect on the organization.	Contributes to the completion of organizational projects and goals. Errors in judgement and/or failure to achieve results would normally require a moderate expenditure of resources to rectify.		Exerts some influence on the overall objectives and long-range goals of the organization. Erroneous decisions and/or failure to achieve objectives would normally have a serious effect upon the administration of the organization.		Effects of decisions are long-lasting and heavily influence the future course of the organization. Errors in judgment and/or failure to achieve results would result in the expenditure of large amounts of company resources.	
Liaison	Contacts are primarily with immediate supervisor, and other personnel in the section or group.	Frequent internal company and external contacts. Represents organization on specific projects.		Represents organization as a prime contact on contracts or projects. Interacts with senior internal and external personnel on significant matters often requiring coordination between organizations.		Serves as consultant to management and special external spokesperson for the organization on major matters pertaining to its policies, plans, and objectives.	

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Business Operations Analyst I		Business Operations Analyst II		Business Operations Analyst III		Sr. Business Operations Analyst	
Work Products (Examples include but are not limited to)	<ul style="list-style-type: none">- Working knowledge of the DOMS application- Assist in creation/maintenance/implementation and training of DOMS- Prepare reports and analysis for ES BA Monthly DOMS Orders/Sales- Assist in creation/preparation/execution of IEWS/ES Offsites- Assist in creation/preparation/execution of ES and ES BA's Monthly BA Reviews and Qrtly Ops Reviews- Business Ops File Structure maintenance/owner- ES Programs COE IT Migration Process Owner—Lead/SME- Special Projects as required	<p>Includes the below in addition to Level 1 Work Products:</p> <ul style="list-style-type: none">- Creation/Reporting and Analysis of Departmental Budgets- CSAT Process Owner/SME (Reports/Analysis/Maintenance/Improvements/ Training)- BCP SME (Clifton)—Maintain/Implement/Improve Process- Clifton Demand Database SME/Lead- IEWS B&P SME—Yearly Budget Management/Weekly Reports/Analysis- ISO Team Member—Clifton (Programs/Business Ops)		<p>Includes the below in addition to Level 1 & 2 Work Products:</p> <ul style="list-style-type: none">- Assist in creation and analysis of DOMS related Strategic and Operating Plan reports/charts- Prepare and Analyze ES Monthly DOMS Orders and Sales- Interface and Work cooperatively with ES BA Leads- IEWS Business Development Support and Lean Initiatives- DOMS/BOBJ SME- ES Org Publisher Lead/SME- Program ETC SME- ISO Team Lead—Clifton (Programs/Business Ops)		<p>Includes the below in addition to Level 1, 2, & 3 Work Products:</p> <ul style="list-style-type: none">- Director, Business Operations Delegate- Supervise/Create/Maintain/Improve/Implement/ Train DOMS- Supervise/Manage Ft. Wayne DOMS Resources- Assist in creation and analysis of DOMS related Strategic and Operating Plan reports/charts- Full understanding of all Business Operations roles and responsibilities- Exelis Division DOMS POC and Interface- Assist in creation and validation of Yearly Division Strategic and Operating Plans- Prepare Exelis Strategic and Operating Plan Reports, Analysis, Presentations	
	Minimum Education and Experience	1+ years of directly related experience with Bachelor's Degree in Business Administration or related field. Basic MS Word, PowerPoint and Excel skills.		3+ years of directly related experience with Bachelor's Degree in Business Administration or related field. Intermediate MS Word, PowerPoint and Excel skills.		6+ years of directly related experience with Bachelor's Degree in Business Administration or related field. Advanced MS Word, PowerPoint and Excel Skills.	