

# **Pennsylvania Gaming Control Board**

# **VACANCY ANNOUNCEMENT**

“AN EQUAL OPPORTUNITY EMPLOYER”

**POSTING DATE: 8/9/2024**

**CLOSING DATE: 8/25/24**

**JOB TITLE**    **Business Analyst,  
Office of  
Information Technology,  
Bureau of  
Administration**

**LOCATION: Commonwealth Tower 5<sup>th</sup> Floor  
Strawberry Square  
Harrisburg, PA 17101**

**TYPE OF SERVICE: Non-Civil Service**

**WORK HOURS: 8:00 – 4:30**  
(Telework Options Available  
Within the Commonwealth of PA Only)

**Salary GM04 – Starting \$66,033, Ending  
\$99,035**

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## **DEFINITION:**

This position is responsible for advanced analytical and professional work to fulfill the most complex information technology (IT) business needs for the Pennsylvania Gaming Control Board (PGCB or Board) through the identification and development of improved IT applications, data storage and analysis, and systems designed for or used by PGCB and/or its end users.

An employee in this job serves as a business process and IT system functionality expert liaising between PGCB business stakeholders and IT staff. Employees also provide guidance and project management to ensure that the IT software and systems being developed are planned and aligned in coordination with PGCB business requirements. Work involves the capture, elicitation, development and recommendation of plans, policies, standards, and business requirements to enhance the effectiveness of PGCB IT applications and systems in support of IT program policy.

Work includes meeting with PGCB senior staff, program officials, and external partners to determine how new or existing IT applications and systems may be used to meet agency business needs and develops corresponding agency information technology strategic plans, goals, and objectives, which involves working closely with business stakeholders to understand their needs, objectives, and challenges, and planning, executing, and monitoring the development and improvement of PGCB IT applications and systems.

Work also involves collaborating with various departments and stakeholders to gather, document, and analyze business requirements, processes, and workflows and translating these requirements into functional specifications for implementation and deployment by IT staff, and works closely with project managers, developers, to ensure successful project delivery; responsibility for ensuring that resources are planned and coordinated to implement and support business and system changes and

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functional testing of developed solutions; preparing or reviewing functional specifications for system development or enhancements, developing user test scripts, coordinating or conducting system testing, training users, troubleshooting user or system problems, and developing queries and reports; developing and managing a project plan, scope, and schedule for assigned activities, as well as quality control, resource planning, and reporting functions; and evaluating the effectiveness of a project or a contract to ensure goals, objectives, or terms are met and conducting research on business software solutions. Work is reviewed by the Director for Information Technology for adherence to planned results and for completion of established goals and requirements.

**EXAMPLES OF WORK:** (NOTE: The examples of work are representative of the work, but every position classified to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

Identifies and documents existing business processes, working with business users to develop and implement improved business processes, and coordinating resources to implement and support business and system changes.

Elicits, documents, and analyzes business requirements, processes, and workflows.

Translates business requirements into clear and concise functional specifications for technical teams.

Collaborates with IT staff to design solutions that meet business needs.

Proposes innovative and practical solutions to address business challenges.

Ensures that proposed solutions align with the organization's strategic goals and technological capabilities.

Serves as a liaison between business stakeholders and technology teams.

Communicates complex technical concepts to non-technical stakeholders.

Presents findings, recommendations, and project updates to various audiences.

Works with agency business areas to understand business processes, proactively identifies processes that can be improved, and develops briefing papers describing the process and potential improvements including the impact of proposed solutions.

Creates or reviews detailed documentation including business requirements, process flows, use cases, and user stories.

Maintains or reviews accurate and up-to-date project documentation throughout the project lifecycle.

Creates and maintains or reviews training materials, user guides, or other documentation as required by software development projects.

Collaborates with project managers to define project scope, objectives, and deliverables.

Leads and collaborates on IT project planning, estimation, and resource allocation.

Monitors project progress and identify potential risks or deviations from the plan.

Performs functional testing to support IT development.

Creates, maintains, the creation of functional test plans.

Assists and plans user acceptance testing and test plan creation with business stakeholders.

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Ensures that delivered solutions meet the specified requirements and are of high quality.

Identifies and implements automated testing practices.

Performs related work as required.

**KNOWLEDGES, SKILLS, AND ABILITIES:**

Knowledge of the system development life cycle.

Knowledge of the principles and practices of information technology project management.

Knowledge of computer programming techniques.

Knowledge of business process analysis methods.

Knowledge of system design and system flow concepts.

Knowledge of data management concepts.

Knowledge of data modeling methods and techniques.

Knowledge of business process modeling methods and techniques.

Knowledge of research principles and techniques to identify business requirements and solutions to problems.

Knowledge of Agile development methodologies.

Knowledge of the principles and techniques of application development documentation and strategies.

Knowledge of the tools used throughout all stages of software development.

Knowledge of object-oriented application development techniques.

Knowledge of database concepts.

Knowledge of task estimation principles.

Knowledge of status reporting techniques.

Knowledge of the principles and practices of applications architecture.

Knowledge of multiple levels of application testing techniques such as unit, system, user, and stress.

Knowledge of techniques to manage projects, change requests, and problems.

Knowledge of computer programming maintainability, reusability, reliability, availability, usability, and scalability.

Knowledge of requirements gathering and documentation methods.

Knowledge of resource management principles.

Knowledge of information life cycle management.

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Knowledge of information security practices as they relate to information technology.

Knowledge of functional testing methodologies and automated testing tools.

Ability to analyze information technology operations and develop and recommend information technology policies and standards.

Ability to analyze business processes to assess data requirements.

Ability to analyze business processes to identify functional requirements.

Ability to analyze business processes to assess solution requirements.

Ability to read and interpret technical materials such as specifications, technical manuals, and project documentation.

Ability to analyze information to diagnose and troubleshoot technical problems.

Ability to establish effective working relationships.

Ability to communicate effectively orally.

Ability to communicate effectively in writing.

**MINIMUM EXPERIENCE AND TRAINING:** (NOTE: Based on the Entry Level Knowledges, Skills, and Abilities):

Two years of business process analysis experience and a bachelor's degree; or six years of business process analysis experience; or an equivalent combination of experience and training.

Two years of experience specific to business analysis and quality testing, in an Agile development environment.

**PREFERRED QUALIFICATIONS:** Agile Certified Practitioner from an appropriate accrediting body.

**ESSENTIAL JOB FUNCTIONS:**

Operate a personal computer, telephone, copy machine, fax machine, and other similar office equipment.

Follow verbal and written instructions.

Interpret and apply policies and procedures.

Analyze information technology systems and information.

Interpret and apply technical material, policies and procedures.

Operate computers and related equipment.

Perform hardware/software upgrades.

Provide technical assistance to information technology users.

Communicate effectively orally and in writing.

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The duties for this position will be mostly performed in a typical office environment. However, occasional travel may be required.

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**HOW TO APPLY:** Qualified applicants must submit a completed PGCB employment application along with a resume to Joseph Bott at [pgcbjobapplicant@pa.gov](mailto:pgcbjobapplicant@pa.gov) by the closing date of this posting. A copy of this application is available on the PGCB website at <http://gamingcontrolboard.pa.gov/?p=30>. Selected applicants will then be contacted and an interview will be arranged.

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**NOTE: Employment is contingent upon the completion of a Personal History Questionnaire with a thorough background investigation, including drug screening and the subsequent review and approval by the Board.**

A brief description of the duties is included under the **JOB DUTIES** section listed above. **Also included are the position's essential job functions as required by the Americans With Disabilities Act (ADA).**

**IF YOU NEED AN ACCOMMODATION DUE TO A DISABILITY WHEN INTERVIEWING FOR THIS POSITION, PLEASE ADVISE THE PERSON WHO CONTACTS YOU FOR THE INTERVIEW.**

<p><b>CONTACT PERSON: PGCB Human Resource Office</b> <b>ADDRESS:</b> 303 Walnut Street Harrisburg, PA 17101 <b>TELEPHONE:</b> (717) 346-8300      <b>E-MAIL:</b> <a href="mailto:jbott@pa.gov">jbott@pa.gov</a></p>
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