



## Open Position: Business Technology Analyst (Cross-Functional)

The RSA ITS Division is currently seeking a Business Technology Analyst, an unclassified position. Please submit a resume to Human Resources by the close of business on **Monday, June 23, 2025**. Not every applicant who submits a resume will be interviewed.

<b>Job Title</b>	<b>Business Technology Analyst</b>	<b>Announcement Date</b>	<b>June 9, 2025</b>
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### JOB DESCRIPTION

The Business Technology Analyst unclassified position works in the Information Technology Services (ITS) Division of the Retirement Systems of Alabama. The Business Technology Analyst position interacts with developers, stakeholders, system architects, and various subject matter experts. The main tasks include performing detailed requirements analysis, documenting processes, and performing user acceptance testing. To succeed in this role requires that the individual should have a natural analytical way of thinking and be able to explain difficult concepts to non-technical users. The Business Technology Analyst position effectively bridges the gap between the development staff and the functional end user of highly technical software applications. Excellent analytical and interpersonal communication skills are required to analyze existing systems, propose enhancements, communicate changes to development staff, test proposed changes, and train end users.

### QUALIFICATIONS AND SKILLS REQUIRED

- Excellent listening, interpersonal, written, and oral communication skills.
- Strong customer service orientation.
- Strong adaptability and capacity to work in fast-paced environments.
- Ability to exercise independent judgment and take action on it.
- Willingness to meet deadlines and adhere to scheduling demands (multi-task).
- Strong ability to work in a team environment and ability to work individually to carry out team objectives.
- Experience with SQL Server and Structured Query Language is a plus but not required.
- BS/BA degree from an accredited 4-year college Course work in Information Technology or Computer Science preferred.

### MAJOR DUTIES AND RESPONSIBILITIES

- Conducts interviews to gather customer requirements via workshops, questionnaires, surveys, use cases, scenarios, and other methods.
- Develops and conducts peer reviews of the business requirements to ensure that requirement specifications are correctly interpreted.
- Translates conceptual customer requirements into functional requirements in a clear manner that is comprehensible to developers/project team.
- Develops and utilizes standard templates to accurately and concisely write requirements specifications.

- Analyzes and verifies requirements for completeness, consistency, comprehensibility, feasibility, and conformity to standards.
- Creates process models, specifications, diagrams, and charts to provide direction to developers and/or the project team.
- Communicates changes, enhancements, and modifications of business requirements — verbally or through written documentation — to project managers, sponsors, and other stakeholders so that issues and solutions are understood.
- Manages and tracks the status of requirements throughout the project lifecycle; enforce and redefine as necessary.
- Ability to understand technical specifications and requirements and effectively translate them to business users and provide training and operational support.
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- Ability to manage customer communications and provide the necessary information to business users.
- Ensures the reliability and secure operation of the pre-production and production server environment.
- Provides on-call, off-hours support.
- Client / Customer facing experience.
- This position requires on-site work at our RSA Administration building in downtown Montgomery, Monday-Friday. While the standard hours are 8:00 a.m. to 5:00 p.m., there is flexibility to work an alternative schedule, such as 7:00 a.m. to 4:00 p.m. or 7:30 a.m. to 4:30 p.m., as long as an 8-hour workday is maintained.

The above statements are intended to describe the general nature and level of work performed by this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed. This position will provide the candidate with a unique understanding of RSA plans and participants, in addition to providing personal and professional development.

**SPECIAL NOTE: Not everyone who applies for this open position will be interviewed.**

**\*Applicants hired by the State of Alabama (RSA) on or after January 1, 2012, will be subject to the E-Verify process pursuant to Act No. 2011-535.**

**Resumes must be submitted to the Retirement Systems of Alabama, P.O. Box 302150 Montgomery, Alabama 36130-2150, Attention: RSA Human Resources Division, Suite 544.**

**Email to [RSA.HumanResourcesMail@rsa-al.gov](mailto:RSA.HumanResourcesMail@rsa-al.gov) or Fax: 334.517.7906.**

**Resume Submission Deadline: Monday, June 23, 2025, at 5:00 pm.**

**Starting salary will be based on qualifications and experience.**

**The Retirement Systems of Alabama is an Equal Opportunity Employer**