Cerritos College

Position Description Position: **Business Systems Analyst**

Salary Grade: 52

Summary

The Business Systems Analyst, serves as a business analyst and technical support for information systems. The Business Systems Analyst analyzes current business processes and oversees the integration and implementation process of effective business practices into the appropriate information systems. The Business Systems Analyst works and collaborates with Instructional Technology professionals to determine if appropriate internal or external solutions currently exist, or whether new solutions are required and feasible. This position works with one or more area leaders, including the Vice Presidents, within one or more operational areas to align technology solutions with institutional strategies.

Distinguishing Career Features

The position requires expanded capability to consult with users from multiple functions, multiple platform applications, lead complex projects involving multiple departments/committees, work independently on multiple platforms. The incumbent in this position must have a solid understanding of PeopleSoft, and its integration with other moderate-to-complex systems (e.g., Degree Audit Reporting System, Student Records, SARS, EAB, ClockWork) and supporting data systems. This position will specify requirements for business information systems and incorporate new technical systems to improve workflow, production, efficiency, and effectiveness. Incumbents must have a strong knowledge of the business area that they support (student services, academic affairs, business services, finance, and/or HR information systems) and will demonstrate the ability to align key drivers and measures of success for the areas, including short- and long-term recommendations for related technologies.

Essential Duties and Responsibilities:

1. Perform system administration, including business process configuration, report development, end user training, and data management within the PeopleSoft enterprise resource planning (ERP) system environment.

2. Analyze business requirements, select effective solutions and coordinate with other personnel from the area, IT, and management teams to ensure system integrity and efficient and effective systems operations; work closely with users to define and analyze business and operational problems; perform a variety of advanced analytical, internal consulting and project leadership/oversight duties to enable multiple stakeholders in the district to achieve business, administrative and academic objectives efficiently and effectively.

3. Perform complex cross-departmental functional analyses including mapping, setup, system modeling, testing and troubleshooting of systems to recommend implementation practices; perform complex functional analyses of third-party computer applications, reporting functions, assessment, scanning and other testing; develop procedures and user manuals to maintain consistency of computer use throughout the district.

4. Act as a liaison between business systems users in assigned departments and IT staff in the development, implementation, and enhancement of designated enterprise system modules; lead and facilitate the analysis of assigned area's business processes, practices and work/data flows for improvements and to ensure effective operations using enterprise system processes; identify

integration points between modules from a data flow, business process and applications perspective.

5. In cooperation with Instructional Technology, coordinate all assigned systems testing of module patches, fixes, and updates in the test database to ensure proper functioning of the revised system and proper integration with remaining systems; participate in functional end-user testing and check system integrity and integration prior to release to the production environment.

6. Evaluate potential software solutions including off-the-shelf and open-source components and system architectures to ensure district business requirements are met; interact with vendors and attend vendor training as needed.

7. Analyze, test, and model the results of system setup to determine appropriate functionality, performance, data integrity, and third-party software interface connections; make recommendations for system changes/corrections as needed.

8. Assist user teams with special projects such as system upgrades and system implementations; evaluate requests for software enhancements; provide guidance to end users on application use and operating parameters; translate user expectations into technical specifications for enhancements and customizations; consult with other district staff on business process changes; research these changes for potential problems and develop and implement solutions.

9. Provide training to end users on the use of applications; meet with users to provide information on system changes and address questions or issues; instruct users on setup and execution of specific processes; design and develop training materials; conduct or coordinate training sessions; evaluate training programs to ensure their effectiveness in meeting goals and objectives.

10. Using advanced reporting tools, analyze, design and write specialized queries and custom reports to generate required data and reports on a periodic or ad hoc basis.

11. Support of MIS/state/federal reporting requirements by assembling information, verifying accuracy, inputting and/or overseeing the input of information into various system databases and staying current with new requirements. If new requirements are needed, ensuring all technology is updated accordingly.

12. Works with external agencies, independent contractors, vendors, and organizations on technology services, applications, and/or data requirements.

13. Maintains up-to-date knowledge of evolving computer technologies, including hardware, software, languages, problem solving techniques, and development tools. Prepares periodic briefings on technologies related to the scope of work that would have relevance to the College.

14. Perform other duties as assigned.

Qualifications

Knowledge and Skills

1. Thorough knowledge of the business area that they support (student services, academic affairs, business services, finance, and/or HR information systems) and problem solving in a collegiate environment.
2. Principles, practices, and methods of business process and systems analysis, including business modeling using data and process flow diagrams.
3. Demonstrated skills in eliciting and developing business requirements, specifying and designing inputs and outputs, producing system and programming specifications and requirements, and recommending modifications to existing programs and processes.

4. System design theory, concepts, and principles including data management and administration and development concepts.
5. Thorough knowledge of business analysis methodologies, systems integration, and business process reengineering concepts.
6. Methods and practices for conducting unit and system testing and creation of test cases.
7. Project management tools and techniques.
8. Interrelationships of campus departments and their interrelated information systems.
9. Functionality of the district's enterprise business system.
10. Practices and techniques of training and instruction, particularly as related to computer software and applications, and development of user training materials.
11. Personal computer hardware and software components.
12. Operational characteristics of various computer programs and software packages.
13. Safety policies and safe work practices applicable to the work.
14. Written and oral communication skills including correct English usage, grammar, spelling, punctuation, and vocabulary.

Abilities

1. Analyze software setups accurately and adopt effective courses of action.
2. Manage moderate-to-complex operational systems including providing guidance, managing scope, setting priorities, establishing timelines, making modifications, coordinating work, and providing feedback, and applying thorough knowledge of moderate-to complex business and process analysis functions.
3. Strong ability to write comprehensive, well organized, grammatically correct, and lucid reports, proposals, instructional/technical documentation, and technical reports concerning feasibility studies, systems requirements and design, detailed processing requirements, and programming specifications. Ability to overcome obstacles and to meet deadlines.
4. Access and enter, import, and export data to and from computer-aided software applications including the ability to update special tables.
5. Analyze preceding, yet technical problems and to develop and apply appropriate solutions.
6. Analyze technical and complex information and documents and make assessments according to complex policies, procedures, and mandated regulations.
7. Strong interpersonal skills to work effectively and diplomatically with diverse groups of administrators, colleagues, managers, technical staff, faculty, students, staff, vendors, representatives of governmental agencies, and the public.
8. Work effectively and collaboratively in a team environment, either as a team member or team leader.
9. Maintain productive and cooperative working relationships with others.
10. Facilitate and lead user meetings, seek understanding and build consensus agreements.
11. Define the scope and objectives for initiatives and projects, estimate resource needs and track and manage tasks for implementation.
12. Communicate effectively, both orally and in writing.
13. Identify information management issues and opportunities, analyze problems and alternatives, and develop sound recommendations.
14. Read, interpret, explain, and apply complex technical information on systems processes and interdependencies for technical and non-technical audiences.
15. Develop end-user manuals.
16. Understand and follow written and oral instructions.
17. Work confidentially with discretion.
18. Operate a computer and standard business software.

19. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
20. Must be able to read, understand, and apply duties.

Physical Abilities

Incumbent must be able to function effectively indoors engaged in work of primarily a sedentary nature. Requires the ability to sit for extended periods to accomplish data entry and deskwork. Requires sufficient arm, hand, and finger dexterity in order to use a personal computer keyboard, multi-media presentation, and other office equipment. Requires the ability to work in areas subject to exposure to risk of shock from electronic equipment. Requires normal hearing and speaking skills to communicate with staff and students in one-on-one and small group settings, and distinguish sound prompts from equipment. Requires normal hearing and speaking skills to communicate with staff and students in one-on-one and small group settings, and distinguish sound prompts from equipment. Requires visual acuity to read words and numbers. Requires speaking and hearing ability sufficient to hear over hone and carry on routine conversations.

Education and Experience

Graduation from an accredited four-year college or university with a bachelor's degree in business administration, management information systems, or a related field; and five years of progressively responsible professional experience in advising clients on technology solutions, conducting business process analyses, and performing basic project oversight responsibilities; or an equivalent combination of training and experience. Experience in an academic setting is preferred.

Licenses and Certificates

May require a valid driver's license