

BUSINESS ANALYST
Job Description

CATEGORY: ADMINISTRATIVE AND PROFESSIONAL
POSITION STATUS: FULL-TIME
FLSA STATUS: EXEMPT
SALARY CODE: 21
REPORT TO: VICE PRESIDENT OF FINANCE AND ADMINISTRATION
REVIEWED DATE: SEPTEMBER 4, 2019

The incumbent in this job is expected to assist the College in achieving its vision and mission of student success and service to the community. A commitment to excellence, service, and a willingness to assist as needed are expectations for all employees.

JOB SUMMARY

The primary responsibility of the Business Analyst is to provide entry-level support during project implementation and post support for the functional departments on software applications assigned. Assists with all aspects of ERP and other application implementations, conversions, and process improvement responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Learns functionality of ERP application module(s) and other software applications assigned.
- Develops fluency in other ERP module(s) and applications supported by the department.
- Performs simple application configurations and document setup changes.
- Provides on-going production support, troubleshooting, issue resolution and user training.
- Analysis and testing of software patches, reports, forms, interfaces.
- Gathers, analyzes, and documents business requirements from end-users on their application needs.
- Performs data queries/extracts & ad hoc reporting (report writer and/or reporting tools).
- Researches and explores ERP application module functionality.
- Develops training materials and Procedures Manual and/or Maintain setup documents for Software/Module area(s) of responsibility and conduct training sessions.
- Facilitates application vendor support.
- Collaborates with staff on projects, tasks, scheduling, patches/upgrades, etc.
- Assists with Business Process Improvement.
- Recommends modifications or changes to the methodology as deemed beneficial to attain objectives.
- Maintains appropriate procedures that meet college and governmental policies and procedures.
- May prepare or participate in the preparation of abstracts, research reports, funding proposals, operations and procedure manuals, and other written material and documentation as required.
- Prepares reports from ERP and other software applications necessary for the division.
 - Attends the workplace regularly, reports to work punctually and follows a work schedule to keep up with the demands of the worksite.

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- Working hours may include evenings, holidays or weekends depending on special projects.
- Completes duties and responsibilities in compliance with college standards, policies and guidelines.
- Completes all required training and professional development sessions sponsored by Texas Southmost College.
- Uses interpersonal skills and makes sound judgments to decide how duties and responsibilities are completed between coworkers, the supervisory chain, faculty, staff, students, and customers.
- Completes all required training and professional development sessions sponsored by Texas Southmost College (TSC).
- Supports the values and institutional goals as defined in the College's Strategic Plan.
- Promotes positive morale and teamwork within the department and provides exceptional customer service to students, faculty and community.
- Participates in the process for systematic review and evaluation per the institutional effectiveness model adopted by the College.
- Serves on committees as appropriate and as appointed by supervisor.
- Performs other duties as assigned.

REQUIRED KNOWLEDGE AND SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- A strong commitment to the mission of the community college.
- Demonstrate organizational skills in handling and directing multiple and complex assignments and projects.
- Skills in working effectively in a team environment with a customer service focus.
- Problem solving skills and the ability to lead, instruct, handle a large variety of details and to work with all levels of organization.
- Excellent written and verbal communication skills.
- Strong project management skills with stellar attention to detail and high degree of accuracy.
- Must be able to prioritize projects, work independently, and handle confidential matters with appropriate discretion.
- Excellent decision-making skills; willingness to search out answers and be intuitive; ability to recognize when others need to be involved in activities or decisions.
- Demonstrate strong statistical, analytical, and research skills.
- Proficient in research, interpretation, and data analysis with the ability to work collaboratively and independently to achieve stated goals.
- Excellent analytical skills and presentation skills.

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- Ability to give advice and/or problem solve, work comfortably with individuals who may be frustrated or hostile, and demonstrate success in working with diverse populations and with those persons with diverse points of view.
- Outstanding capacities for communication, organization, accuracy, follow-through, timeliness, consistency, and detail are essential.
- Proficient in the use of e-mail, word processing, spreadsheet, database, and presentation software and use of the Internet to access data, maintain records, generate reports, and communicate with others.

REQUIRED EDUCATION AND EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education and experience required.

- Bachelor's degree from an accredited college or university in Business Administration or related field.
- Minimum of three (3) years experience in functional area assigned.
- Experience with Ellucian Colleague or similar ERP.
- Proficient in Microsoft Office software, including Access, PowerPoint, Excel and Word.

PREFERRED EDUCATION AND EXPERIENCE

- Basic knowledge of Project Implementation Life Cycle and Database Structures.
- Basic knowledge of production control.
- SQL experience or other database query language programming.
- Ability to read, understand, interpret and apply instructions in application system manuals.
- Documentation Skills (Swim Diagram, Gap Analysis, Process Flow, etc.).
- Microsoft Projects and Visio knowledge.

CERTIFICATES AND LICENSURES

None required.

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. While performing the duties of this job, the employee is frequently required to stand. The employee is occasionally required to walk; sit; use hands and fingers to handle objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

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Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually moderate.

Disclaimer:

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Are you able to perform these essential job functions with or without reasonable accommodation?

- Yes
- With Accommodations

Employee Signature: _____ Date: _____

Direct Supervisor: _____ Date: _____

HR Representative: _____ Date: _____

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Posting Specific Questions

Required fields are indicated with an asterisk (*).

1. * How did you hear about this employment opportunity?
 - TSC Website
 - HigherEdJobs
 - Indeed
 - LinkedIn
 - Specialty Job Board
 - Facebook
 - Work-In-Texas/Texas Workforce Commission
 - Job Fair
 - Personal Referral
2. *Do you have a Bachelor's degree from an accredited college or university in Business Administration or related field?
 - Yes
 - No
3. *Do you have a minimum of three (3) years of experience in functional area assigned?
 - Yes
 - No
4. *Do you have experience with Ellucian Colleague or a similar ERP?
 - Yes
 - No
5. *Are you proficient in Microsoft Office software, including Access, PowerPoint, Excel and Word?
 - Yes
 - No
6. Do you have basic knowledge of Project Implementation Life Cycle and Database Structures?
 - Yes
 - No
7. Do you have basic knowledge of production control?
 - Yes
 - No
8. Do you have SQL experience or experience in any other database query language programming?
 - Yes
 - No
9. Do you have the ability to read, understand, interpret and apply instructions in application system manuals?
 - Yes
 - No

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10. Do you have documentation skills in Swim Diagram, Gap Analysis or Process Flow?

- Yes
- No

11. Do you have knowledge of Microsoft Projects or Visio softwares?

- Yes
- No