



## **BUSINESS ANALYST**

### **BASIC FUNCTION**

Under the direction of an assigned supervisor, acts as liaison to assigned business area and provides and recommends solutions to improve processes and delivery of services to students, faculty, and staff through expansion of existing systems or the use of third-party systems and applications; responsible for assisting and leading the updates and changes in the student success web pages; analyze and implement integration/interfacing of systems with the College's ERP system; serve as the administrator of designated third-party applications.

### **DISTINGUISHING CHARACTERISTICS**

This classification is a unique and highly specialized role within the district which provides functional and process support for the business units of the district in using information technology systems and tools effectively and efficiently. This classification is assigned to support one or more business units based on the business expertise of the individual assigned and acts as a liaison between the business unit and the technical staff in the Information Technology department. This classification is tasked with understanding system and tool capabilities and their application to the business needs of the supported units.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

*The following duties and responsibilities describe the general nature and level of work being performed. It is not intended to be restricted or construed as an exhaustive list of all duties and responsibilities required of individuals so classified, and not all duties listed are necessarily performed by each employee in this classification.*

1. Provides administration of and support for all third-party applications/systems within the assigned business area working closely with staff and administrators in developing project plans, project schedules, and project deliverables.
2. Works independently and collaborates with other technical staff and functional staff to implement solutions seamlessly.

3. Analyzes business requirements, selects effective solutions, and coordinates with other analysts, IT staff, and management team to ensure system integrity, and efficient and effective systems operations.
4. Performs a variety of advanced analytical, internal consulting and project leadership/oversight duties to enable multiple stakeholders to achieve business, administrative, and academic objectives.
5. Collaborates with other business and technical staff in analyzing the functional requirements of the assigned business areas and develops fit/gap analyses.
6. Oversees or translates user expectations into system capabilities, enhancements and/or customizations of existing software, or the recommendation of a new solution.
7. Acts as liaison between assigned business area's functional staff and IT technical staff in the development, implementation, and enhancement of designated enterprise system modules; leads and facilitates the analysis of assigned business area's business processes, practices, and work/data flows for improvements.
8. Serves as the content manager of the assigned area webpages.
9. Trains users on systems processes specific to the assigned business area's software programs and other technical areas, including training guides, written procedures, documentation, manuals, and materials for user and staff support.
10. Consults with administrators and managers on application development, enhancement, and maintenance issues; explains technology and process options and assists in analysis and decision making.
11. Recommends solutions and works with functional users to develop and to implement solutions that align with the needs and requirements.
12. Performs application-level troubleshooting for students and employees.
13. Performs support to functional users during upgrades and patching, and during migration from/to systems.
14. Assists in planning and scheduling of upgrades, testing, and roll out of the systems that minimizes impact to daily operations.
15. Other job-related duties as assigned.

## QUALIFICATIONS

### Knowledge Of:

- Principles and techniques of business process analysis and design using proven tools.
- Principles of modular and integrated testing.
- General programming languages for development and support as needed.
- Principles of query language.
- Principles of system interoperability, scalability, flexibility, and availability.
- Proper English usage, spelling, grammar, and punctuation.

### Skills and Abilities To:

- Plan, organize, and manage assigned projects.
- Analyze and recommend process improvement of business processes.
- Document all work performed in an online service management system.
- Adapt to the use of new and emerging technologies.
- Deal effectively with both novice and experienced users.
- Develop documentation for business system processes, and procedures.
- Coordinate with vendors and consultants and effectively articulate requirements and needs in both technical and ordinary language.
- Communicate effectively both orally and in writing.
- Work in teams and promote collaboration and communication.
- Manage web browsers, web content tools, and client operating systems.
- Respond in a timely and effective manner to IT service desk requests.
- Provide support to clients that emphasizes a high level of customer satisfaction.
- Problem solves, debug, test, and implement applications/systems.
- Coordinate, collaborate, and communicate to successfully implement projects within budget and on time.
- Work independently or as part of a team to resolve customer problems.
- Plan and implement large scale software and hardware deployments, migrations, and upgrades.
- Be available and flexible to resolve problems after normal business hours as needed.

### Education and Experience:

A bachelor's degree in computer science, business administration or related field plus (3) three years' experience in performing the duties of a business analyst. Equivalency to the bachelor's degree may be substituted with an associate degree in computer science, business administration or related field and (5) years performing the duties and of a business analyst.

### **Certificates, Licenses, Special Requirements:**

Certain assignments may require a valid California driver's license and the ability to maintain insurability under the district's vehicle insurance program.

### **Other Requirements:**

Imperial Community College is committed to creating an academic and work environment that fosters diversity, equity, and inclusion and equal opportunity for all, and ensures that students, faculty, management, and staff of all backgrounds feel welcome, included, supported, and safe. Our culture of belonging, openness, and inclusion makes our district a unique and special place for individuals of all backgrounds. It is important that our employees' values align with our District's mission and goals for Equal Opportunity, Diversity, Equity, Inclusion, and Access.

## **WORKING CONDITIONS**

### **Work Environment:**

Office environment.

### **Physical Demands:**

Sitting for extended periods of time at a desk, conference table or in meetings of various configurations; operate office equipment, computers, and related peripherals; technical and process documentation reading capability both in print and using technology systems; lift and carry 25 pounds; ability to occasionally stand, bend and twist, and reach in all directions.

Vision: See in the normal visual range with or without correction. Hearing: Hear in the normal audio range with or without correction.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this classification.

### **Mental Demands:**

Ability to work well with others; ability to communicate so others will be able to clearly understand; ability to understand/interpret spoken and written communications; ability to use judgement in working with others.