

**Texas Wesleyan University
Job Description**

Name: Open
Job Title: Business Systems Analyst
Department: Information Technology
Reports To: Director (Brigitte Mudukuti)
FLSA Status: Exempt
Prepared By: Human Resources
Prepared Date: October 2009

SUMMARY

Responsible for analyzing the business needs of employees to help identify business problems and propose solutions. Documents requirements and formulates systems to parallel overall business strategies. Provides user training on the administrative system.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support the University's application systems.

Researches, plans, and recommends administrative software and system choices to meet the University's business requirements.

Acts as a liaison between vendors and the University, when appropriate.

Assists the director in developing cost analyses, design considerations, and implementation time-lines.

Assists the director in conducting feasibility studies of the administrative system.

Interacts/guides the programmers to keep track of system development

Assists in performing system testing with sample/live data.

Assists with implementing new systems releases, system expansions and modifications

Prepares system and programming documentation for users and other programmers/analyst in accordance with internal and external standards.

Oversees and/or provides training and the development and maintenance of end user documentation associated with the administrative system.

Conducts task analysis and interacts with system users to identify opportunities to maximize the use of the administrative system and business applications to improve productivity, improve integration, and/or decrease costs.

Reviews existing business practices and makes recommendations on how the system can be used to improve internal processes

Assists business units in preparing departmental procedures and business process mapping.

Scouts the institution for high-potential ideas for improving the business operations of the institution.

Provides expertise in process execution and improvement; disseminates best practices across the institution.

Provides resources/staff to integration initiatives; provides whatever skills may be lacking in terms of process thinking and design, technical execution, change impact, job retraining, and performance metric development/capture.

Works with business units/technical areas to conduct needs assessments to ensure training needs are met.

Establishes prerequisite skills and knowledge required of trainees.

Determines training objectives.

Writes training programs, including outline, text, handouts, and assessments, and designs laboratory exercises.

Assists subject matter experts in defining and developing reports based on reporting needs; assists in identifying appropriate reporting tools to investigate/acquire.

Builds/codes workflows using Workflow Management for all Colleague modules.

Understands and uses ELF process to import external data into Colleague.

QUALIFICATIONS 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Bachelors degree in Management Information Systems, Computer Science or related field; three to five years systems analysis and programming experience; or equivalent combination of education and experience. Previous administrative support in higher education desired. Experience with Datatel Colleague/Colleague Advancement or other relational data models or ERP systems.

KNOWLEDGE, SKILLS & ABILITIES

Strong knowledge and understanding of data processing, systems analysis, and office automation.

Sound knowledge of programming methods and procedures, documentation procedures, program flow charts, and operator instructions.

Strong knowledge of Visio

Knowledge of Datatel Colleague's Envision Toolkit.

Knowledge of principles, practices, and techniques of effective training.

Knowledge of ELF process

Strong knowledge of Workflow Management

Ability to understand and work with complex database systems.

Ability to use ODBC to query data in central database systems with current desktop software (MS Office).

Knowledge of SQL query language

Great attention to detail with an eye towards accuracy.

Ability to demonstrate and provide strong customer service.

Ability to exercise diplomacy.

Ability to maintain a professional appearance and office atmosphere.
Strong organizational & time-management skills with the ability to handle multiple tasks.
Ability to provide individual and group-based seminar/workshop hardware/software training.
Ability to work independently with minimum supervision.
Ability to work cooperatively with a diverse group of individuals.
Ability to perform electronic equipment repairs.
Knowledge of standard office practices and procedures.
Ability to follow University and departmental office procedures/policies.
Ability to use discretion in handling confidential matters.
Ability to work well under stressful conditions.
Ability to work collaboratively in teams and lead multidisciplinary members.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

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 use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand, walk, sit, reach with hands and arms, and climb or balance. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and ability to adjust focus. Must be able to move about and between campuses freely, including all offices and classroom areas.

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.

The noise level in the work environment is usually moderate. Evening/weekend hours as required.