

BUSINESS ANALYST

DEFINITION

Under the general supervision of the assigned manager in collaboration with the Director, IT Project Implementation and Fiscal Integration, assists with processes within the department with automating office procedures and transforming day-to-day operations to paperless electronic processes. The incumbent is specifically responsible for expanding accessibility of data driven systems, by leveraging varied resources, including student and information management systems, such as OnBase and Banner, to store, manipulate and electronically capture or transfer data necessary for business operations. The incumbent will also provide the expertise to properly document, implement, support and train on office automation solutions and ensure data quality, integrity and accuracy. Collaborates with and acts as a liaison to the College's Information Technology Department (IT) in order to ensure technological integration between IT assigned area(s).

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision and work assignments from the assigned manager. Receives oversight from the Director, IT Project Implementation and Fiscal Integration to ensure integration with the College's Information Technology Department.

CLASS CHARACTERISTICS

This is a specialized classification responsible for assisting departmental managers and staff users with implementing electronic systems that replace existing paper bound processes and transactions. Incumbents are expected to possess knowledge of business process mapping and information management applications necessary to implement electronic solutions that maximize efficiency and improve the accuracy and timeliness of day-to-day and cyclical processes and transactions. This classification is distinguished from other information technology classifications by specializing in understanding and translating existing business processes into electronic solutions.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Assist departments with planning, conducting, and implementing office automation improvements to operational practices and systems in order to adhere to federal, state, and district rules and regulations, and enhance organizational effectiveness.
2. Oversee project specific database design and testing of data management systems to ensure the delivery of accurate, timely, and consistent quality data.
3. Provide functional support and training on document management and storage projects to areas in transition, as well as follow-up support once the transition is completed.
4. Develop and maintain data quality standards and related standard operating procedures and ensure adherence to the standards by federal, state, district, and external vendors.

5. Responsible for the overall data management operations process, supporting projects/programs, standards and security associated with assigned projects; implement and maintain internal data management standards (ensuring compliance with any related laws and regulations such as HIPPA and FERPA), external data transfer, and documentation processes for messaging and dashboarding.
6. Maintain frequent contact with departments and personnel throughout the college, other IT management and staff, contract programmers and external information systems vendors.
7. Coordinate efforts between departments, IT units, and external participants to improve departmental workflows.
8. Support improvement initiatives to enhance efficiency and quality of IT deliverables.
9. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
10. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
11. Supports and abides by federal, state, local policies, Board policies, and Administrative procedures.
12. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
13. Prepares and delivers oral presentations related to assigned areas as required.
14. Perform needs and outcomes assessments as needed to assess process improvements.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Business process documentation and mapping.
3. Information technology, networking and security standards, and privacy standards and regulations (such as HIPPA and FERPA).
4. Principles, practices, and methods of data system security.
5. Business and Student Information Systems (e.g. OnBase, Banner, Oracle SQL in a production environment).
6. Principles and practices of computer operations, data processing and analysis functions, and production of computerized forms, documents, and reports.
7. Principles of data management concepts and structures, including data collection, manipulation, and distribution requirements for analysis and reporting functions.
8. Principles, practices, and methods of operating computers and peripheral equipment.
9. Procedures for creating and modifying systems.
10. District data processing systems and software applications.
11. Modern office practices, methods, and computer equipment and applications related to the work.
12. Record keeping principles and procedures.
13. English usage, grammar, spelling, vocabulary, and punctuation.

14. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills and Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Develop solutions using Oracle SQL in a production environment.
5. Develop sophisticated, efficient database queries from a highly-normalized Oracle database.
6. Design, develop, implement and execute business process improvements.
7. Analyze customer requirements and propose effective and efficient technical solutions.
8. Plan, organize and prioritize work tasks and manage assigned projects; meet established deadlines.
9. Interpret, apply, explain, and ensure compliance with applicable District standards, policies, and procedures related to assigned area of responsibility.
10. Compose clear and concise correspondence and reports.
11. Understand and follow oral and written instructions.
12. Establish and maintain a variety of filing, record keeping, and tracking systems.
13. Operate modern office equipment including computer equipment and specialized software applications.
14. Organize own work, set priorities, and meet critical time deadlines.
15. Use English effectively to communicate in person, over the telephone, and in writing.
16. Understand scope of authority in making independent decisions.
17. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
18. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to a Bachelor's degree from a regionally accredited college in computer science, information systems, information technology, or a related field, and
2. Three (3) years of progressively responsible experience in process and data requirements, design mock-ups, prototypes and statements of work, preferably in a higher education setting.
3. Working knowledge of document management systems and an effective project management track record is also required.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certifications:

The incumbent may periodically be required to travel to a variety of locations. If required to operate a vehicle in the position, employees must demonstrate possession of a valid California Driver's License.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees occasionally work in the field and are exposed to loud noise levels, inclement weather conditions, confining workspace, chemicals, electrical and/or mechanical hazards, and hazardous physical substances and fumes. Incumbents may interact with staff, students, and/or public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.

Amended: 2/2023