IT Business Analyst
Division of Information Technology (Project Management Office)

Position Information

Title: IT Business Analyst
Business Title: IT Business Analyst
Location: Manhattan/Remote work
Reports To: Director of Project Management
Type: Full-time; 12 months; Exempt
Hours of work: 8am – 5pm CT
Travel: Non-frequent

Job responsibilities

#1 – Essential – 60% - BA
- Establish relationships with functional partners and act as a liaison between information technology teams and assigned business groups
- Actively engage with assigned business offices and stakeholders to understand their operation, objectives, and challenges
- Translate user needs to business requirements and collaborate with development resources to ensure system requirements will meet the business requirements
- Works with subject matter experts, developers, data architects and others to examine as-is business processes and systems to gain information in creating and documenting desired new processes and/or supporting applications
- Documents existing and new business processes, associated resources and dependencies
- Conduct gap analysis and assist in identifying feasible solutions to meet stakeholder objectives
- Designs and utilizes metrics to measure business process efficiencies and effectiveness
- Uses complex analytical tools to conduct advanced modeling and business/process modeling
- Collaborate with end users, Project Managers, and technical resources to formulate solutions that balance user and systems requirements
- Identifies and document business and system requirements and use cases for support in the coordination of projects

#2 – Essential – 30% - PM
- Manage projects requiring coordination of resources and technical or process analysis
- Develop project documentation and plans to successfully coordinate projects as assigned
- Work with users, other IT staff members, and vendors to coordinate and schedule application changes, enhancements, and implementations
- Perform business cases analysis and serve as consultant to departments submitting projects requests to the Division of Information Technology
- Develop and maintain positive relationships with staff and vendors and respond to problems in a tactful and expedient manner
- Partner with functional users in identifying solutions and assessing the costs and benefits to implement new or enhanced processes or systems

#3 – Essential – 10%
- Participates and at time leads team sessions
- Explores new technologies, tools, and techniques and works with the team and with leadership to continue to evolve our technology stack
- Support large projects as assigned, providing analytical support
- Produces specification documents for large initiatives that support discovery, development, and user acceptance activities

Organizational Information

1 – Purpose of position (organization chart attached)
The IT Business Analyst position serves as a partner for one or more university functional teams. Working directly with business stakeholders the individual in this position will collect, clarify, and translate business requirements into documentation and conceptual design. This position will engage other IT professionals to identify and implement innovative solutions for complex challenges. This highly collaborative environment encourages innovation and ideas.

Individuals in this position will specialize in a functional area and have the ability to provide consultative assistance and backup to other business analysts. This position will be responsible for effectively leading meetings, driving communications and working in a constantly changing environment. The Business Analysts will work on projects with some complexity, which have operational impact, and potentially strategic impact, to one or more departments/units.

This position may also serve as project manager for smaller projects as workload allows.
2 – List the name, title, and position number for the supervisor of the employee in this position

Adam Petrea, Director of Project Management

3 – Supervision

None

4 – Does the employee’s primary duty consist of work requiring the exercise of independent discretion and judgement – Yes

Example – This position has the discretion and will use judgement in determining solutions to solve complex issues involving business process and technology driven initiatives. As part of this position’s duties, the IT Business Analyst will independently meet with end users to document and drive efficient solutions, work with technical resources to ensure they are ‘fit for use’, and consolidate disparate information to develop actionable plans.

Qualifications

Required Education & Experience –

• Bachelor’s degree in computer science, management information systems, business administration, or related field
• Three years of demonstrated experience in business process work
• One-year of experience in managing technical projects
• Experience working in a team-oriented, collaborative environment
• Analytical and creative problem-solving skills
• Ability to communicate effectively in both oral and written forms
• Experience in a higher education environment
• Excellent facilitation, collaboration, and presentation skills
• Ability to simultaneously coordinate multiple projects, resources, and activities
• Experience with developing requirements, establishing business cases, and developing process flow diagrams
• Excellent listening, interpersonal, written, and oral communication skills
• Self-motivated and directed, with the ability to effectively organize, prioritize, and execute tasks while under pressure
• Ability to communicate with non-technical and technical staff, includes the ability to explain technical concepts in non-technical terms

Preferred Experience –
• Three years of experience in higher education environment

Physical Requirements

• Sitting for long periods of time
• Visit other offices, remote sites, and ability to work outside of the office environment
• Ability to work with frequent interruptions
• Occasional after hours and weekend work when required
• The candidate selected for this position may work remotely subject to an approved telecommuting agreement, which is reviewed and approved annually. Candidate may, on occasion, be required to report to campus due to operational needs for meetings, trainings, or other activities. Remote work requires successful candidates to possess their own high-speed internet to perform the work on a university provided computer.