

CLASS SPECIFICATION
Business Process Support Supervisor

FLSA Status: Exempt
EEOC Job Category: Officials & Administrators
Union Representation: Unrepresented

GENERAL PURPOSE

Under direction, supervises and participates in the work of staff engaged in performing business operations and systems support for an assigned business area; performs business and systems analyses and applications support for a major module of the District's enterprise system; analyzes current business practices, processes and data/work flows and recommends modifications or new processes to ensure integration and validity of data for enterprise system processes; develops testing and implementation plans for new systems, systems enhancements and upgrades; reviews projects following implementation to ensure compliance with specifications; sets up and maintains complex data structures and extracts and analyzes data for complex reports and projects; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Business Process Support Supervisors supervise the work of technical and non-technical staff engaged in carrying out key academic and administrative work processes and applications support activities for an assigned business area. Incumbents serve as subject matter experts and liaison to ACIT and other departments or business areas to ensure that enterprise system functions and data structures are properly integrated to achieve efficient, productive systems support for critical academic and administrative processes. Incumbents coordinate and collaborate with deans, administrators, managers, power users and ACIT staff to ensure the timely, accurate availability of complex data to support research and decision-making requirements. Work requires demonstrated business analysis capabilities and strong critical thinking and communication skills, as well as the ability to integrate ideas and effort of technical and non-technical staff to achieve expected results.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below 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 this class.

1. Plans, organizes, controls, manages and evaluates the work of assigned staff; with subordinate staff, participates in establishing operational plans and initiatives to meet division goals and objectives; implements division plans, work programs, processes, procedures and policies required to achieve overall department performance results; coordinates and integrates functions and responsibilities to achieve optimal efficiency and effectiveness; participates in developing and monitoring performance against the annual department budget.
2. Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; monitors performance and provides coaching for performance

improvement and development; provides or recommends compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, subject to management concurrence, in accordance with the District's classified human resources policies and procedures and labor contract provisions.

3. Provides leadership and works with staff to develop and maintain a high performance, customer service-oriented work environment that supports achieving the District's mission, strategic goals and core values.
4. Leads and facilitates the analysis of business processes, practices and work/data flows for improvements and to ensure effective operations using enterprise system processes; identifies integration points between modules from a data flow, business process and applications perspective; consults with administrators, faculty and staff on systems functionalities and the determination of needs and interests for technology solutions.
5. Analyzes essential functional requirements and develops fit/gap analyses; translates user expectations into technical specifications for enhancement and customization projects; works with functional users to evaluate and reengineer work processes to integrate with and complement system functionalities.
6. Develops unit, system and database test plans; works with functional users to develop test cases and testing approaches; coordinates and evaluates the results of testing processes; reports systems and database problems, errors and malfunctions to ACIT staff for correction.
7. Sets up and maintains systems tables and data structures including a large number of interrelated data elements; ensures the quality and reliability of data inputted and maintained for various interrelated modules applicable to areas of responsibility; collaborates in the development and production of the Chancellor's MIS report, including carrying out procedures for testing, validating, reconciling and making syntax and referential edits to data to ensure accuracy and completeness; creates data warehouse and generates reports.
8. Supervises and directs the work of staff engaged in maintaining and updating the District's course catalogue, schedule of classes, curriculum review and research and reporting and related activities; contributes to development of and monitoring of performance against the annual Institutional Research and Academic Services budget.
9. Designs, writes and produces complex, custom reports using Crystal and other data reporting and statistical analysis software tools on a regular and ad hoc basis; extracts data to perform validation processes; responds to a wide variety of data requests to support institutional research, planning and decision-making purposes; coordinates data acquisition for survey research projects.
10. Trains users on systems processes and uses of query techniques and language; writes or oversees the preparation of user documentation, written procedures, training guides, manuals and materials for users and support staff; meets with users to provide information on systems changes and address questions or issues; instructs users on set up and execution of specific processes.

OTHER DUTIES

1. Attends a variety of power user and other user meetings.
2. Stays abreast of legislation and regulations applicable to areas of assigned responsibility to assess impacts on District policies, procedures, requirements and operations.

QUALIFICATIONS

Knowledge of:

1. Principles, practices and methods of business process and systems analysis, including business modeling using data and process flow diagrams.
2. System design concepts and principles including data management and administration and development concepts.
3. Methodologies for developing program and user documentation and user training materials.
4. Methods and practices for conducting unit, system and database testing.
5. Uses of query and reporting tools and statistical analysis software.
6. Operating system capabilities and constraints applicable to enterprise information systems and platform operating systems.
7. Database design concepts, database structures and data management software.
8. Project management tools and techniques, including drafting scope of work statements, managing project schedules and effective change management and control.
9. Principles and practices of sound business communication.
10. Principles and practices of effective supervision.
11. District classified human resources policies and procedures and labor contract provisions.

Ability to:

1. Plan, organize, integrate and coordinate the work of assigned staff and/or application support teams.
2. Understand and apply user business processes and requirements to the depth needed to consult effectively with managers and users.
3. Perform business process analyses and reach sound, logical conclusions regarding essential user needs and requirements.
4. Facilitate and lead user and cross-functional team meetings, negotiate understanding and build consensus agreements.
5. Work effectively and collaboratively with department and ACIT staff to ensure project accountability and success.

6. Identify complex information management issues and opportunities, analyze problems and alternatives and develop sound recommendations.
7. Read, interpret, explain and apply complex technical information on systems processes and interdependencies for technical and non-technical audiences.
8. Communicate clearly and effectively and convey understanding to diverse audiences of technical and functional personnel, orally and in writing.
9. Balance responsibilities for multiple projects and activities to ensure timely, high quality results.
10. Make effective use of query and statistical analysis tools to design complex reports.
11. Prepare clear, concise and comprehensive specifications, reports, studies, documentation and other written materials.
12. Exercise sound independent judgment with policy guidelines.
13. Establish and maintain effective working relationships with managers, power and other users, consultants, vendors and others encountered in the course of work.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with major coursework in business administration, management information systems, or a closely related field; and at least five years of progressively responsible experience in conducting business process analyses, performing technical user support and testing and related functions for administrative, business or academic systems; or an equivalent combination of training and experience. Experience in an academic setting is highly desirable.

Licenses; Certificates; Special Requirements:

A valid California driver's license and ability to maintain insurability under the District's Vehicle Insurance Policy may be required for certain assignments.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk and lift up to 25 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, incumbents are regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve complex problems; observe and interpret people and situations; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with deans, administrators, faculty, staff, power and other users, consultants, vendors and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet.