

CLASS SPECIFICATION
Business Systems Analyst V

FLSA Status: Exempt
EEOC Job Category: Professionals
Union Representation: Unrepresented

GENERAL PURPOSE

Under direction, works closely with the Student Services Division, Academic Services and other academic departments. Supports business processes and system coordination for the student administration systems on campus and system interfaces with this application. The scope of duties include business process analysis, vendor system change analysis, functional specification development, user testing coordination, and feasibility studies on processing alternatives. The incumbent works closely with the supported business area on campus and Academic Computing and Information Technology (ACIT) staff to achieve goals of campus; performs related duties as assigned.

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. Provides functional support of installed PeopleSoft modules: Admissions, Campus Community, Financial Aid, Student Financials, Records and Evaluations, and Academic Advisement.
2. Liaison between Student Services Division area and technical team on development of modifications and troubleshooting of system issues. Oversee and provide functional guidance and training to managers/staff and other business analysts in Student Services Division.
3. Perform analysis of business systems needs and impacts of business changes. Keep management and other team members informed of system decisions and business impacts.
4. Develop and manage a team of campus personnel in order to:
 - Suggest appropriate business process changes to minimize required systems customizations and/or configuration effort.
 - Solicit feedback and input from campus personnel on systems functionality.
 - Drive the creation/update and approval of business policies to reflect systems decisions.
 - Communicate project-related information such as timelines and systems functionality, planned automations and reporting requirements.
5. Design and maintain PeopleSoft functional security roles, including the definition/review of roles, permission lists, and row level security. Assist Functional Area managers in creating uniform security roles.

6. Responsible for business requirements gathering; business process improvements, fit/gap analysis; process flow-charting; process workflow, quality assurance and presentation of options and solutions.
7. Perform system configuration activities in accordance with business systems needs. Assist in data conversion needs and fit/gap for upgrades.
8. Develop and implement test plans to accurately assess output against expected results. Provide testing life-cycle support. Prepare for and conduct systems and end user acceptance training. Assist end user systems training.
9. Assist in the planning and coordination of systems rollouts. Participate in implementation support activities and provide on-going assistance to campus personnel.
10. Provide PeopleSoft Student application training to all affected end users.
11. Provide support for end users for PeopleSoft system functionality, including having an in-depth knowledge and understanding of PeopleSoft Student functionality and relevant data structure.
12. Manage the quality of data maintained on and input to various PeopleSoft modules that are controlled and/or input by Student Services Operations.
13. Produce and/or collaborate on the production of the Chancellor's Office Management Information System report. Ensure data quality of information submitted.
14. Work with staff to test PeopleSoft patches, upgrades, and fixes. Identifies and coordinates with ACIT issues which need to be reported to PeopleSoft.
15. Serves as PeopleSoft functional help desk resource.
16. Provide an understanding to all relevant District areas regarding integration points between PeopleSoft Student and HR modules, PS Student and Financials module and other PeopleSoft modules from a data flow, applications, and business process perspective.
17. Design and produce customized data reports utilizing PeopleSoft data; train Admissions & Records Operations staff on queries and reporting, and design customized reports and queries for staff.
18. Perform related duties as required.

QUALIFICATIONS

Knowledge of:

1. PeopleSoft Student administration business processes and functionality (version 8 or greater).
2. PeoplesSoft Query and Microsoft Excel, Crystal Reports/NVision; PeopleTools.
3. Administrative systems development lifecycle.
4. Database design, database warehousing design, and data dictionaries.
5. Time management, organization and prioritization skills.
6. Analytical, communication and writing skills.
7. IT processes and how they contribute to the overall enterprise goals.

Ability to:

1. Perform systems and application needs analysis, analyze business needs, design appropriate solutions and see projects through completion with little supervision.
2. Document, analyze, propose and present fiscal business practices and data flow.
3. Develop Crystal Reports for end-users.
4. Support daily use of PeopleSoft Student Administration system end users. Troubleshoot and fix PeopleSoft Student modules user and data problems.
5. Coordinate effective communication of business processes between Student Services Operations, other college departments, and ACIT.
6. Analyze situations effectively and adopt or recommend effective courses of action.
7. Provide timely, meaningful, fact-based, and constructive feedback to others.
8. Handle multiple priorities, taking initiative within area of responsibility and adapting to change.
9. Work with all levels of management.
10. Participate successfully in a team environment, perform knowledge transfer, motivation to achieve common objectives, and the ability to report to multiple managers as necessary.

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, computer science, information technology or related field, plus course work in project management or administration, or an equivalent combination of education and experience. Working knowledge of Student Administration practices required. Additional training in management and technical areas is a plus. Minimum of 8 years work experience on PeopleSoft Student Administration systems including version 8.9.

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, managers, 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