FUNCTIONAL LEAD ANALYST

- STUDENT SUPPORT SERVICES

CLASS SPECIFICATION

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

GENERAL PURPOSE

Acts as liaison to and performs difficult to complex business and systems analyses of current business practices, processes and work flows in assigned business areas and recommends modifications or new processes to facilitate integration with designated enterprise system module processes; develops testing and implementation plans for new systems, system enhancements and upgrades; reviews projects following implementation to ensure compliance with specifications. Collaborating with deans, administrators and staff, manages and coordinates system and operational improvements, third-party system integrations and facilitates business improvements for the department as well as performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A Functional Lead Analyst provides a unique level of expertise in support of the business area’s enterprise systems. In this role the incumbent will analyze business requirements, select effective solutions, and coordinate with other analysts, IITS staff, and management team to insure system integrity and efficient and effective systems operations. Incumbents perform a variety of advanced analytical, internal consulting and project leadership/oversight duties to enable multiple stakeholders in the District to achieve business, administrative and academic objectives efficiently and effectively. While the work of this class requires broad based technology knowledge and experience, the focus of an incumbent’s work is on developing in-depth understanding of business and operational requirements to formulate effective systems functionalities and sound technology solutions. 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 project team members 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. In collaboration with other business and technical staff, analyzes Student Support Services (SSS) area (Admissions & Records, Trio Programs, Articulation, Counseling, Categorical Programs, Curriculum, Academic Services, Matriculation, Degree Audit) functional requirements and develops fit/gap analyses; oversees or translates user expectations into technical specifications for enhancement and customization projects; defines scope and deliverables; develops priorities and time estimates; monitors the progress and work of developers in completing Student Support Services area’s project tasks to meet time, quality and resource expectations; works with Student Support Services area’s functional users to evaluate and reengineer SSS area’s work processes.
to integrate with and complement system functionalities.

2. Acts as liaison between Student Support Services area’s functional staff in assigned departments and IITS technical staff in the development, implementation and enhancement of designated enterprise system modules; leads and facilitates the analysis of SSS area’s 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.

3. Develops integrative comprehensive business process guides and operational user guides; works with SSS area’s functional users to develop comprehensive test cases and testing approaches; coordinates and evaluates the results of testing processes; ensures system data integrity and quality; reports systems problems and errors to applications developers for correction.

4. Trains users on systems processes specific to the SSS area’s business areas; 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 system changes and addresses questions or issues; instructs users on set up and execution of specific processes.

5. Consults with and advises deans, administrators and managers on applications development, enhancement and maintenance issues; explains technology and process options and assists in analysis and decision making.

6. May supervise the work of assigned staff.

7. Expectation to be able to backup other Functional Lead Analysts in other areas as well as be knowledgeable of system integration touchpoints and functionality across the enterprise systems.

OTHER DUTIES

1. Using advanced reporting tools (such as SQL, PeopleSoft, XML publisher, COGNOS), analyzes, designs and writes specialized queries and custom reports to generate required data and reports on a periodic or ad hoc basis.

2. Interacts with other higher education organizations and consultants to stay abreast of systems and functionality changes and their uses; evaluates applicability to District 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 theory, 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 system testing and creation of test cases
5. Systems integration and business process reengineering concepts
6. Effective written and verbal business communication skills
7. Project management tools and techniques

**Ability to:**
1. Learn quickly, understand and apply user business processes and requirements to the depth needed to consult effectively with managers and users. Act as subject matter expert for the department.
2. Perform complex business process analyses and reach sound, logical conclusions regarding essential user needs and requirements.
3. Facilitate and lead user meetings, negotiate understanding and build consensus agreements. Plan, organize and manage functionality development projects.
4. Work effectively and collaboratively in a team environment, either as a team member or team leader.
5. Identify information management issues and opportunities, analyze problems and alternatives and develop sound recommendations. Define the scope and objectives for initiatives and projects, estimate resource needs and tracks and manages tasks for implementation.
6. Establish and maintain effective working relationships with managers, users, consultants, vendors and others encountered in the course of work.
7. Read, interpret, explain and apply complex technical information on systems processes and interdependencies for technical and non-technical audiences.
8. Balance responsibilities for multiple projects and activities to ensure timely, high quality results.
10. Communicate clearly and effectively and convey understanding to diverse audiences of technical and functional personnel, orally and in writing.
11. Make effective use of query tools to design complex reports.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from an accredited four-year college or university with a Bachelor’s degree in business administration, management information systems, or a closely related field; and at least 4 years of progressively responsible professional experience in advising clients on technology solutions, conducting business process analyses and performing basic project oversight responsibilities in the assigned area of support; 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. 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 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.