

POSITION DESCRIPTION

TITLE: Information Technology Business Analyst - (Exempt)

Collective Bargaining - Ineligible - Confidential

Definition - The Board approved definition of a confidential employee is an employee who has access to confidential or discretionary information regarding legal advice or the development or formulation of policy or procedures pertaining to labor relations or budget formulation and implementation; OR, whose functional responsibilities or knowledge concerning employee relations makes the employee's membership in an employee organization incompatible with the employee's duties; OR, who performs the functions of an executive secretary/administrative assistant/office administrator to the president, vice president, or dean [CEO and/or Officer] of St. Mary's College as defined by the Board of Trustees of St. Mary's College of Maryland.

This is a confidential position. The incumbent is accountable for supporting the mission, goals, and objectives of the College and is expected to administer the policies and procedures defined in the Employee Handbook as approved by the President and the Board of Trustees.

JOB SUMMARY:

This position reports to the Assistant Vice President of Information Technology in the Office of Information Technology (OIT) and provides support for system and/or software development team activities by ensuring project requirements properly capture and convey the needs of users; analyze business and/or user needs to acquire, customize, and/or create software.

Must be well organized and possess good communication and technology skills. Receives minimal supervision and exercises considerable discretion and judgment in all work areas. Handles confidential and sensitive issues.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(Note: These examples are intended only as illustrations of the various types of work performed in positions allocated to this class. 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 the position.)

- Responsible for following the policies and procedures as defined in the employee handbook.
- Helps implement technology solutions in a cost-effective way by determining the requirements of a project or program, and communicating them clearly to stakeholders.
- Implements advanced strategies for gathering, reviewing, and analyzing data requirements.
- Prioritizes requirements and creates conceptual prototypes and mock-ups.
- Acts as a change agent to help facilitate effective deployments/modifications to current practices and business process changes.
- Defines and documents customer business functions and processes.

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- Consults with functional unit management and personnel to identify, define, and document business needs and objectives, current operational procedures, problems, input and output requirements, and levels of systems access.
- Acts as a liaison between departmental end-users and information technology staff in the analysis, design, configuration, testing, and maintenance of systems to ensure optimal operational performance.
- Analyzes the feasibility of, and develops requirements for, new systems and enhancements to existing systems; ensures the system design fits the needs of the users.
- Tracks and fully documents changes for functional and business specifications; writes detailed universally understood procedures for permanent records and for use in training.
- Identifies opportunities for improving business processes through information systems.
- Plans, organizes, and conducts business process reengineering/improvement projects and/or management reviews of college-wide operations.
- Assists in developing an overall change management strategy for the College.
- Conducts change impact analysis to assess the potential implications of changes and documents College business rules, functions, and requirements.
- Participates in user acceptance testing and testing of new system functionality.
- Provides technical assistance in training, mentoring, and coaching professional and technical staff.
- Defines data elements and data standards with functional users.
- Provides data quality oversight.

MINIMUM QUALIFICATIONS:

- Education: Bachelor's degree or equivalent; a major or extensive coursework in computer science, management information systems, higher education research, business or related field preferred.
- Experience: Minimum of two years' experience as an information technology or information management professional, preferably providing enterprise support as a business analyst, institutional research analyst, data analyst, systems analyst, database administrator, technical writer, or quality assurance analyst.
- Certification: IIBA™ CBAP™ or CCBA® certification is a plus.
- Working knowledge of relational databases and enterprise software applications. Experience with higher education reporting systems and with structured query language (SQL) programming is a plus.
- Must possess strong verbal, written, analytical, and interpersonal skills.
- Any combination of acceptable education and experience, which has provided the necessary knowledge and skills to fulfill the requirements of this position, may be considered.