

NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION

Job Title:	Business Analyst I/[Department]	Range:	52
Date Revised:		Date Approved:	November 9, 2021

PRIMARY PURPOSE

This position is responsible for, under general direction, the successful coordination of department system applications and processes, including analyzing business requirements, recommending effective solutions, and assisting with the integration, testing, auditing, and validation of data collection processes. Responsibilities include identifying technology needs and/or business process solutions, defining project steps and timelines, coordinating, and providing information technical expertise on complex technical problems.

ESSENTIAL FUNCTIONS

Examples of essential functions are interpreted as being descriptive and not restrictive in nature.

1.	Assist in the deployment and maintenance of applications in support of assigned department.
2.	Coordinate and analyze the successful development, collection, maintenance, testing, auditing, and validation of data collection processes for various internal, state, and federal reports (e.g., MIS data, 320 report) and/or others for campus funding, accountability, and decision-making purposes.
3.	Serve as a liaison for a variety of administrative and academic departments across the campus community which complement department goals and deliverables.
4.	Serve as the Subject Matter Expert (SME) between the assigned department and internal and external partners.
5.	Coordinate, analyze, and ensure data quality and integrity pertinent to assigned department for internal, state, and federal reports, campus research purposes, and campus programs.
6.	Collaborate with other business and technical staff to perform complex business and system analyses and administration of current business practices and processes and recommend modifications or new processes to facilitate integration with designated enterprise system modules, including testing and implementation.
7.	Provide technical consultation to campus administrators and other internal and external stakeholders of assigned department initiatives and programs for the effective design and implementation of data collection and quality control procedures.
8.	Collaborate with internal and external partners in support of department goals.
9.	Remain current on developments in hardware and software systems and equipment related to District systems and needs in order to recommend systems changes, updates, and/or new technology as appropriate, including legal requirements related to department of assignment.
10.	Attend planning meetings as assigned with technical staff and end-users to facilitate communication between parties concerning their needs and requirements
11.	Research, recommend, and test new technologies and applications that demonstrate a potential benefit to the department. Monitor performance of implemented solutions. Learn and apply emerging technologies and advances as necessary to perform duties in an efficient, organized, and timely manner.

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12.	Serve in a supporting role to provide direction, training, and review of data input by staff into various department or District software applications (e.g., Banner student information modules) for department and District related reporting (e.g., MIS reporting).
13.	Collaborate with Lead technical staff to perform the following: coordinate the review of new releases, upgrades and patches related to the department; review documentation to identify affected modules and processes; identify impacts of changes and assess integration issues; verify compliance of new systems processes with all regulatory requirements; work with technical staff to conduct performance and compliance testing and identify corrections required; work with the Information Services staff to develop solutions for complex problems.
14.	Make recommendations to modify technical support documentation for department application software, business processes, and accounting changes; train campus staff and other end-users on new or existing technology implementations.
15.	Adhere to project milestones and timelines and provide information to functional staff when participating in projects.
16.	Learn and apply emerging technologies and advances as necessary to perform duties in an efficient, organized, and timely manner.
17.	Participate in District/College efforts to increase the diversity of faculty and staff and to address student achievement gaps; active assistance in the creation of a welcoming and inclusive work and educational environment; attend and participate in diversity, equity and inclusion trainings and events.
18.	Perform related duties as assigned.

WORKING RELATIONSHIPS

The Business Analyst I/[Department] maintains frequent contact with the Chancellor's Office of the California Community Colleges, federal agencies, various faculty, administrators, and staff at campus and District departments, contract programmers, and vendors.

EDUCATION AND EXPERIENCE

Minimum Qualifications

A Bachelor's degree from a regionally accredited college/university.

Three (3) years of experience in conducting business process analyses, performing functional and/or technical user support and testing, data reporting, and related functions for administrative, business or academic systems OR

A Master's degree from a regionally accredited college/university in business administration, management information systems, or related field and one (1) year of experience in conducting business process analyses, performing functional and/or technical user support and testing, data reporting, and related functions for administrative, business or academic systems OR

Equivalent combination of education and experience.

Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

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Desirable Qualifications

Prior experience in approaching work and interactions with colleagues and/or students in an equity-minded manner. Ability to provide an inclusive and welcoming work/educational environment.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of Management Information System (MIS) data, processes, and reporting in relation to student data

Knowledge of principles, practices and methods of business process and systems analysis, including business modeling using data and process flow diagrams

Knowledge of system design theory, concepts and principles including data management and administration and development concepts

Knowledge of methodologies for developing program and user documentation and user training materials

Knowledge of methods and practices for conducting unit and system testing

Knowledge of database design concepts and data management software

Knowledge of systems integration design concepts

Knowledge of project management tools and techniques, including managing project schedules and effective change management and control

Knowledge of District organization, operations, policies and objectives

Knowledge of applicable sections of State Education Code and other applicable laws

Knowledge of correct English usage, grammar, spelling, punctuation, and vocabulary

Knowledge of record keeping procedures

Ability to learn quickly, understand and apply user business processes and requirements needed to consult effectively with managers and users

Ability to perform business process analyses and reach sound, logical conclusions regarding essential user needs and requirements

Ability to facilitate and lead user meetings, negotiate understanding and build consensus agreements

Ability to work effectively and collaboratively in a team environment, either as a team member or team leader

Ability to read, interpret, explain and apply complex technical information on systems processes and interdependencies for technical and non-technical audiences

Ability to make effective use of query tools to design complex reports using reporting tools such as SQL, Argos and Microsoft Access

Ability to prepare clear, concise and comprehensive specifications, reports, studies, documentation and other written materials

Ability to interpret, apply and explain laws, regulations, policies and procedures

Ability to analyze situations accurately and adopt an effective course of action

Ability to plan, organize and prioritize work

Ability to meet schedules and timelines

Ability to work independently with little direction

Ability to understand and follow oral and written directions

Ability to communicate efficiently both orally and in writing

Ability to establish and maintain effective working relationships with others

SPECIAL REQUIREMENTS

Requires a valid California Driver's License

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WORKING CONDITIONS

Office environment: subject to constant interruptions and frequent interaction with others; operation of a computer keyboard, requiring gross and fine finger manipulation of keyboards, equipment and tools; travel to various locations; sitting or standing for extended periods of time (up to 2-3 hours); read a variety of printed materials and information on a computer screen for extended periods of time; ability to lift, carry and/or move objects weighing up to 25 pounds.
