

<b>NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT</b> <b>JOB DESCRIPTION</b>
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Job Title:	Student Services MIS Analyst	Range: 52	Classified Schedule
Date Revised:		Date Approved:	November 10, 2015

**PRIMARY PURPOSE**

This position is responsible for developing, maintaining, testing and validating the data collection processes for Student Services departments and programs. Performs difficult to complex business and systems analyses of current business practices, processes and work flows in Student Services and recommends modifications or new processes to facilitate integration with designated enterprise system module processes; develops testing and implementation plans for new systems, systems enhancements and upgrades; reviews projects following implementation to ensure compliance with specifications.

**ESSENTIAL FUNCTIONS**

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

1.	Acts as technical lead and serves as liaison between functional staff in Student Services and Information Services technical staff in the development, implementation and enhancement of designated enterprise systems modules; leads and facilitates the analysis of business processes, practices and work/data flows for improvements and to ensure effective operations using enterprise system processes.
2.	In collaboration with other business and technical staff, analyzes essential functional requirements and develops fit/gap analyses; translates user expectations into technical specifications for enhancement and customization projects; defines scope and deliverables; develops priorities and time estimates; works with functional users to evaluate and reengineer work processes to integrate with and complement system functionalities.
3.	Develops unit and system test plans; works with functional users to develop test cases and testing approaches; coordinates and evaluates the results of testing processes; reports systems problems and errors to applications developers for correction.
4.	Tracks and coordinates review of new releases, upgrades and patches; reviews documentation to identify affected modules and processes; identifies impacts of changes and assesses integration issues; verifies compliance of new systems processes with all regulatory requirements; works with technical staff to conduct performance and compliance testing and identify fixes or corrections required; works with technical Information Services staff to develop solutions for complex and ambiguous situations.
5.	Trains users on systems processes specific to Student Services; writes and 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 addresses questions or issues; instructs users on set up and execution of specific processes.
6.	Coordinates the collection, validation, and submission of data for MIS reporting purposes; maintains data quality documentation; defines and maintains data standards, data definitions, and data entry forms, checklists, manuals and guidelines.
7.	Analyzes, designs and writes specialized queries and custom reports to generate required data and reports on a periodic basis using advanced reporting tools.
8.	Serves as primary liaison between student services departments and programs and the campus institutional research office and district related committees; participates in research projects amongst these groups concerning student services programs.

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9.	Trains and provides work direction and guidance to others as directed.
10.	Learns and applies emerging technologies and advances as necessary to perform duties in an efficient, organized, and timely manner.
11.	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.
12.	Performs related duties as assigned.

**OTHER FUNCTIONS**

**WORKING RELATIONSHIPS**

The Student Services MIS Analyst maintains frequent contact with the system office of the California Community Colleges, federal agencies, various campus and District departments and personnel, as well as Information Services management and staff, contract programmers, and vendors.

**EDUCATION AND EXPERIENCE**

Minimum Qualifications

Bachelor's degree from a regionally accredited college/university in business administration, management information systems, or related field and three (3) years of experience in conducting business process analyses, performing technical user support and testing, data reporting and related functions for administrative, business or academic systems; OR

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 technical user support and testing, data reporting and related functions for administrative, business or academic systems.

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.

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 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.

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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 time lines.  
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.

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### **SPECIAL REQUIREMENTS**

May require a Valid California Driver's License

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### **WORKING CONDITIONS**

College or District indoor office environment; subject to constant interruptions and frequent interaction with administrators, management, faculty, and staff; sitting for long periods of time (up to 2-3 hours); repetitive use of upper extremities including hand coordination activities; occasional travel to other locations to attend meetings or conduct work; hearing and speaking to exchange information in person one-on-one, in a group setting or on the telephone; seeing to read a variety of printed materials and information on a computer screen for extended periods of time.

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