

# Sam Houston State University Human Resources

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## Staff Classification Description – Business Analyst III

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**Skill Category:** Professional

**Position (Employee) Class:** 3N564 (E1)

**Grade:** 20

**Date:** 09/2014

**Department:** Information Technology

**Educational & Experience Requirement:** Bachelor's degree with a major in computer science, business, or related field from an accredited institution. Three years relevant experience in directly related field is required. History of professional growth as evidenced by the acquisition of professional development and certification. Certification examples include: Information Technology Infrastructure Library (ITIL) Foundation, ITIL Intermediate, ITIL Expert, Six Sigma Green Belt, Six Sigma Yellow Belt, Six Sigma Black Belt, International Institute of Business Analysis (IIBA), Certification of Competency in Business Analysis (CCBA), Project Management Institute Certified, Associate in Project Management (PMI CAPM), Project Management Institute Agile Certified Practitioner (PMI ACP), or Project Management Professional (PMP). A combination of education, experience, certifications, and training that would produce the required knowledge and abilities could be considered.

**Nature & Purpose of Position:** Works as part of a team, managing client communications, coordinating and leading meetings, gathering complex requirements, prioritizing client requirements, generating complex process-level documentation, determining and developing test plans, and analytical support services for the campus Enterprise Resource Planning (ERP) system including Ellucian Banner technologies, other third-party applications, and internal

**Supervision Given & Received:** Works under general direction. May assist in leading team projects involving two or more department staff. May supervise work teams of student workers or other staff members. Serves as a member of project teams.

**Primary Responsibilities:** Analyzes business or scientific problems for resolution through electronic data processing. Gathers information from users and defines work problems. Elicits requirements from complex functional processes for projects and in support of current applications. Collaborates with functional and Enterprise Services staff to generate complex process-level documentation. Reviews functional area needs with other Enterprise Services staff to create functional requirements and priorities. Coordinates tests of the system, creates related documentation and process maps, and ensures programs and reports function efficiently. Determines needs and develops test plans for ERP or other third-party applications. Possesses a high-level understanding of fundamental business processes for a given area. Identifies project tasks and needs for projects in which Enterprise services is a stakeholder. Coordinates with other Enterprise Services staff in determining solution specifications. Translates technical requirements to functional staff members in effective manner. Responds to, assesses, and troubleshoots issues in collaboration with other Enterprise Services staff in order to provide solutions. Uses SQL to support ERP processes, reporting, and other third-party applications. Reviews training materials and evaluates appropriateness to training needs. Performs other related duties as assigned.

**Other Specifications:** Requires a demonstrated ability to establish congenial work relationships and to communicate effectively within department workgroup and with department heads. Independently identifies and reports areas of process improvements. Interprets and applies complex policies and broad standards affecting one or more functional areas. Work requires a considerable level of judgment and reasoning to solve issues. Work requires attention to detail as errors can be serious.

**This is a classification description with the complete list of job duties being maintained at the departmental level. Other job duties necessary for the effective operation of the University are expected to be performed. Any qualifications to be considered as equivalents in lieu of stated minimums require the prior approval of Human Resources.**

**Sam Houston State University is an at will employer and drug free/smoke free workplace. This position is security-sensitive and thereby subject to the provisions of the Texas Education Code §51.215, which authorizes the employer to obtain criminal history record information. The pay grade range is inclusive of social security benefit replacement pay.**