

Sam Houston State University Human Resources

Staff Classification Description – Business Analyst IV

Skill Category: Professional

Position (Employee) Class: 3N566 (E1)

Grade: 22

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. Four 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 programming.

Supervision Given & Received: Works under minimum direction. Leads or assist senior Business Analysts in leading projects involving multiple department staff. May supervise work teams of student workers or other staff members. Serves as a member of project management teams and 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 requirement specifications. Participates as a design team member to plan and develop Enterprise solutions. Partners with clients, leads meetings and solicits participation to test programs and reports; creates related documentation; and ensures programs and reports function efficiently. Designs and implements test plans for ERP or other third-party applications. Possesses a strong understanding of critical business processes for a given area and demonstrates good process investigation and mapping skill. Serves as a member of project teams in which Enterprise services is a stakeholder and mentors new team members in project management procedures. Leads efforts in designing solutions as well as assisting other Enterprise Services staff in designing solutions. Responds to, assesses, and troubleshoots issues in collaboration with other Enterprise Services staff in order to provide solutions. Uses advanced skills with SQL in support of ERP processes, reporting, and other third-party applications. Evaluates functional area needs and establishes training material development schedules, reviews training materials and conducts training for other staff members. 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. Implements 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.

Sam Houston State University is Committed to Equal Opportunity in Employment and Education.