Official Title: Business Systems Analyst

Full Time, FLSA Exempt

The Business Systems Analyst, or Computer Systems Analyst, is responsible for using their knowledge of software programs and business strategies to maximize productivity and communication.

Primary Duty:

Working under the supervision of the Director of the Office of Information Technology, the Business Systems Analyst uses skills in troubleshooting and problem-solving to overcome organizational challenges. Responsibilities include the installation, configuration, maintenance, and support of administrative application systems. Additionally, this position will be responsible for the administration, support, and maintenance of all database and application interfaces.

Responsibilities include:

- Analyze current business processes and make recommendations for improvement based on industry trends and professional business knowledge
- Improve training and operational procedures within the organization to increase efficiency and productivity
- Work directly with employees to understand the individual needs and responsibilities of each department
- Create and present reports to stakeholders to support recommendations
- Oversee implementation projects from beginning to completion
- Conduct tests to make sure the systems are working as expected.
- Research new technologies to determine if installing them could increase the effectiveness and efficiency of an organization.
- Train the systems’ end users and write instructional manuals
- Install, configure, and support campus applications
- Provide database maintenance and administration
- Build reports using SQL Reporting Services
- Work with systems and network administrators to ensure optimal application performance
- Provide on-call support after hours and weekends on a rotation basis with other staff

Skills:

- Experience with SQL and relational database technologies such as Microsoft SQL or Oracle
- Experience maintaining and supporting a variety of application systems in a Windows environment
- Experience with report writing tools such as Crystal Reports or SQL Reporting Services
- Detail oriented thinking
- Project management

Qualifications:

Bachelor’s degree from an accredited institution. Experience in higher education is a plus.