

Class No.:	
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CLASS SPECIFICATION

SYSTEMS ANALYST- BUSINESS SOLUTIONS

NATURE AND SCOPE OF WORK

Reporting to the Manager, Business Solutions, Digital Technology Services (DTS), the Systems Analyst will provide technical work in support of systems planning, analysis, design, development, administration, and support work required to maintain business systems implemented at the university. The incumbent in this position is primarily responsible for analysis, design and development of custom solutions that are identified as mandatory in supporting the university community. Supporting project and change management activities, coordination of testing, communications and documentation relating to business systems.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Collaborate with business systems users of the university community to gather requirements and perform analysis of system requirements, work processes, and system capabilities to identify solutions that meet the needs of the university community.
- Based on analysis and when required working with vendors design functionality and custom solutions that are identified as mandatory for the university community.
- Perform system upgrades including analysis, implementation plans, change management and release management. These activities are to be coordinated with the university community, DTS teams, and vendors to ensure smooth deployment, testing, and user training.
- Plan, design and systems test solutions ensuring that quality standards are applied, and that the solution meets the user requirements.
- Develop use-cases, and test scripts to validate system functionality, performance, security, and compliance.
- Document system requirements, design specifications, test cases, test scripts and user training documentation for business systems.

- Provide implementation support for business systems including communication content, training material and delivery for end-users and ongoing support.
- Contribute to a standard knowledge management system that can be leveraged by the DTS department.
- Proactively perform daily system administration tasks including monitoring system performance.
- Researches, identifies, and maintains system enhancements, to improve technical efficiency and effectiveness.
- Administers security roles and permissions, including management of user access and grouping of users in alignment with DTS role-based access models.
- Provide tier-2 technical support for business systems to resolve issues reported by the university community. Seeking to optimize system performance and minimize downtime.
- Collaborate with cross-functional DTS team members in providing business systems support, including ensuring that back ups and recovery plans are in place for business systems.
- Identify potential risks and vulnerabilities in the business systems and collaborate with the DTS cybersecurity team to implement security measures ensuring that business systems are well protected against unauthorized access, malware, and other security threats.
- Provide input for integration development ensuring data integrity and standards are maintained.
- Collaborate with the university community and DTS teams to understand the needs, priorities, and challenges, fostering productive partnerships and alignment of technology solutions with university goals.
- Work with DTS teams ensure that appropriate change and release management procedures are followed based on ITIL framework, SDLC methodologies, and DTS standard procedures.
- Use DTS project lifecycle, processes, and tools to organize and deliver digital solutions for business systems.
- Performs other duties related to the requirements and qualifications of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Experience and knowledge of working with business analysis frameworks, change management methodologies such as ADKAR; and project management principles and methodologies such as PMI – traditional and PMI – Agile; and system development lifecycle (SDLC) methodologies.

- Knowledge of large-scale enterprise application systems and delivery platforms, including various ERP systems such as Workday or Ellucian Banner.
- Thorough knowledge and experience of programming languages – ASP.NET, Java, C#.
- Considerable knowledge of HTML, XML and XSLT mark-up and best practices.
- Knowledge of database queries: Oracle, MySQL and Microsoft SQL Server.
- Proficiency with Unix/Linux and Microsoft Windows operating systems.
- Knowledge of web services for application interface hosting.
- Knowledge and experience in gathering and documenting end user requirements.
- Experience in identifying issues, analyzing complex problems, evaluating alternative solutions, and developing practical creative solutions.
- Experience in developing entity relationship diagrams (ERD).
- Experience in developing use cases, test plans and test scripts.
- Experience in conducting system testing and documenting test results for evaluation.
- Experience in developing and delivering end user training using different training modalities.
- Experience in developing high quality, clear, concise documentation required for implementation and support of business systems.
- Ability to exercise tact, diplomacy, discretion, and sensitivity when dealing with university community members.
- Understanding of facilitating conversations between staff and administration with technical DTS and vendor team members.
- Experience and knowledge in collaborating and working in cross-functional teams, including staff, administrator, faculty, students, project manager, DTS members, vendors, and other teams required to deliver a digital solution to the community.
- Understands business context to exercise initiative and judgement regarding action required.
- Able to prioritize work requests, maintain attention to detail, and apply organization skills to meet deadlines.
- Understands and follows complex verbal and written instructions, and communicates information effectively, both verbally and in writing, using different modalities.
- Adapts to changing situations, anticipates needs, and can reprioritize tasks efficiently.

REQUIRED TRAINING AND EXPERIENCE

- 3 years of relevant progressive professional experience, with 1 year in a public institution.
- Experience in working with mid-large scale business systems such as Workday, Ellucian Banner.
- Experience with gathering requirements, systems analysis, SDLC, project management and change management methodologies.
- Experience with the ITIL framework and ITSM best practices, tools, and techniques; ITIL certification is an asset.
- Experience in developing high quality documentation required to support digital solutions.
- A bachelor's degree in any subject area.
- Experience in effectively communicating information to different levels within an organization.