Position Title: BUSINESS ANALYST (Analyst/Programmer – Career)

Recruitment #: #2157

Full/Part-Time: Full-Time

Employment Type: Temporary, ends on or before June 30, 2018. Any continuation beyond June 30, 2018 is contingent upon satisfactory performance and available funding.

Bargaining Unit: R09

Salary: $4,372 - $9,683 per month Exempt

Department: Information Technology Services

Available: Immediately

Special Conditions: Background/ Fingerprint

Sensitive Position: Yes

Posted: May 18, 2017

Closing Date: For priority consideration, application materials must be received by June 2, 2017, however, the position will remain open until filled.

Positions are open to all interested applicants, both on and off campus, unless this is an on-campus only recruitment.

APPLICATION PACKET REQUIREMENTS
This position requires (including those on campus) submission of:
- A standard CSU, Bakersfield job application (download at: http://www.csub.edu/bas/hr/EmployRecruit/Job%20Status%20Inquiry/index.html)
- Names of three professional references
- Copy of degree/transcripts/typing certificate, if required
- Brief description of how you are qualified for this position by virtue of your interest, aptitude, education and experience required.

The Business Analyst is a member of the CSUB ITS Project Management team reporting to the CSUB ITS Project Manager. The Business Analyst bridges business needs with technical solutions to address business challenges. They serve as the primary analyst and implementer on core business applications. The analyst facilitates requirements and design activities on larger initiatives, understands business unit workflows and applies technology solutions in support of those workflows. They provide support for application enhancements, application integrations, quality assurance, production support and change control processes.

The Business Analyst will be part of the continuous improvement effort for both campus and ITS process improvements and reengineering. They will work with process owners, business and technical staff to gather business needs and will apply their background, ITIL knowledge, strong systems and technical analysis experience to analyze and build out requirements, identify gaps and drive organizational change.

California State University, Bakersfield is committed to Equal Employment Opportunity. Applicants will be considered without regard to gender, race, age, color, religion, national origin, sexual orientation, genetic information, marital status, disability or covered veteran status.
DUTIES:

Provides business process/systems analysis, consultative support and services to users ensuring problem resolution, system/data access, and optimal system performance.

- Conduct the business analysis, process analysis, re-engineering tasks for organizational needs.
- Assist users to develop or use applications, their features and functionality.
- Consult with users to identify and document software/system purpose, workflow issues, output needs and to determine overall functional and technical system requirements and specifications.
- Act as a liaison and interface between faculty, staff, students and ITS resources and staff.
- Participate in needs assessments and evaluate potential purchases for compatibility with existing systems.

Performs gap analysis, researches best practices, understands workflows, controls and business processes, and recommends technology solutions.

- Advice in the selection of available software, hardware, and/or database systems and sources to meet business needs.
- Research available products and systems. Conduct feasibility studies and recommend alternatives to meet identified needs.
- Prepare requests for proposals, cost estimates and justifications.
- Evaluate the procurement of additional software and troubleshoot new software installations.
- Create project artifacts such as project definition document, business requirements, functional specifications, requirements and deliverable plans, user stories, sitemaps, user experience documentation and others.

Provides liaison support between CSUB business users and ITS for technical issues.

- Act as liaison between CSUB functional departments and technical staff to identify and implement technical solutions and enhancements.
- Work with ITS project teams to identify affected users when new functionality is delivered or developed and communicate updates and changes accordingly.
- Collaborate & work with various ITS staff & Directors to automate business functions for process improvement.
- Develop fit/gap and process review notes and track action items.
- Develop/design modification documentation for software changes, reports or process workarounds.

Identifies training need and develops training plan.

- Provides training, communication materials to users that maximize their ability to utilize system capabilities, features and functionality.
- Develop and/or conduct formal/informal training programs, orientations, demonstrations and tutorials on applications, database, or systems.
- Write user documentation, user guides, job aids, instructor guides, training outline, and related documentation.

Other duties.

- Perform other job-related duties and special projects as assigned.
- Assist with projects with various degree of complexity.
- Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.

REQUIRED QUALIFICATIONS:

Equivalent to a Bachelor's degree in Computer Science, Management Information Systems, or related business or computer field and two years of professional experience working with data querying, reporting, and analysis in PeopleSoft, Oracle or other integrated database systems.

- Working knowledge of analysis, re-engineering, and implementing business processes.
- Excellent application implementation life cycle skills including experience developing requirements, fit/gap analysis, application configuration and security functional specifications and the ability to translate business requirements into functional designs.
- Working knowledge in design, re-work & implement solutions with user interfacing solution.
- Ability to use system work flow and logic flow chart techniques.
- Knowledge of formal data flow analysis methodologies.
- Ability to apply and use operation analysis and structured design analysis techniques.
- Knowledge of common software application packages, equipment platforms, reference database systems and sources, and training methods and a basic understanding of networks, data communication, and multimedia systems.
- Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
• Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
• Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.
• Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.
• Ability to interpret, communicate and apply policies and procedures.
• Demonstrated ability to maintain a high degree of confidentiality.
• Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
• Excellent computer skills and competence with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet as well as online calendaring and email.
• Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.
• Must be willing to travel and attend training programs off-site for occasional professional development.
• Must be able to work overtime, occasional holidays, and adjust working hours to meet special jobs.
• May be called back periodically to perform work as needed on an emergency basis.
• Regular and reliable attendance is required.

PREFERRED QUALIFICATIONS:
• Working knowledge and experience with a document management system (example OnBase, ImageNow)
• Working knowledge and experience with Oracle PeopleSoft Applications (example Campus Solutions, Human Capital Management, Financial Systems)
• Information Technology Infrastructure Library (ITIL) or Certified Change Management Professional (CCMP) certification is preferred.
• Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.

SCREENING: Only those applicants possessing experience most directly related to the immediate needs of the office will be invited to appear before a Qualifications Appraisal Board for the purpose of appraising training, experience and interest in the position.

CALIFORNIA STATE UNIVERSITY EMPLOYEES UNION: It shall be the policy of the CSU in filling vacant CSUEU bargaining Units 2, 5, 7 & 9 positions to fill such vacancies from among qualified individuals currently employed on-campus except when it is determined that it is necessary to appoint outside applicants to meet campus workforce diversity goals or to provide specialized skills and abilities that are not available from current employees.

BACKGROUND CHECK: A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the CSU. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.

SENSITIVE POSITION: Sensitive positions are designated by the CSU as requiring heightened scrutiny of individuals holding the position, based on potential for harm to children, concerns for the safety and security of the people, animals, or property, or heightened risk of financial loss to the CSU or individuals in the university community.

MANDATED REPORTER: The person holding this position is considered a “mandated reporter” under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

GENERAL INFORMATION: It is the policy of California State University; Bakersfield to hire only United States citizens and aliens lawfully authorized to work in the United States. All new employees will be required to present documentation verifying their right to accept employment. You will also be requested to present a social security card at the time of initial appointment in compliance with state payroll regulations. State regulations require that every state California State University, Bakersfield is committed to Equal Employment Opportunity. Applicants will be considered without regard to gender, race, age, color, religion, national origin, sexual orientation, genetic information, marital status, disability or covered veteran status.
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employee sign the Oath of Allegiance prior to commencing the duties of his/her State employment, except legally employed non-citizens. These individuals are required to sign the Declaration of Permission to Work.

APPLICATION PROCEDURE: Official California State University, Bakersfield application forms must be completed in full and received in the Human Resources Office by 5:00 p.m. on/or postmarked by the specified closing date, unless otherwise indicated. Resumes are welcomed but will not be accepted in place of the official application. E-mailed or faxed applications or resumes will also not be accepted.

Applications are available outside the Office of Human Resources and may be downloaded from the Human Resources website. Candidates who reside outside the city of Bakersfield may contact the Office of Human Resources and request that an application be mailed to their residence. It takes a minimum of 4-6 weeks from the closing date for a position to be filled.

To check the status of your application, go to the Human Resources’ Job Opening/Status Inquiry page at http://www.csub.edu/bas/hr/EmployRecruit/Job%20Status%20Inquiry/index.html and click on the “Job Status” icon link. Applicants will not receive individual notifications. Upon submission, all application materials become the exclusive property of California State University, Bakersfield and will not be copied or returned.