



# JOB DESCRIPTION

Form: HRF5005, Ver. 1, Revised 07/12/2013

|                        |  |             |        |
|------------------------|--|-------------|--------|
| DATE:                  | 2/5/2018                                 | POSITION #: | FA9608 |
| NAME OF INCUMBENT(S):  |  |             |        |
| JOB TITLE:             | Senior Business Analyst                  |             |        |
| DIVISION:              | Financial Services                       |             |        |
| DEPARTMENT :           | Project Management and Business Analysis |             |        |
| PAY TABLE/LEVEL/GRADE: | AD 2                                     | REPORTS TO: | FA9626 |

**STATUS:** Please click the appropriate boxes that apply.

- Regular/Continuing
  Temporary/Limited Duration
  Full-Time (40 hrs/wk)
- Bargaining Unit: Administrator
 Individual Position
  Part-Time: \_\_\_\_\_ Hours/Week
- Non-Bargaining
  Pooled Position: \_\_\_\_\_ No. of Employee if this position is pooled.
- Provisional/Grant Funded

**JOB SUMMARY:** (This section should summarize the overall purpose (“mission”) of this job in 1-4 sentences. Briefly describe the primary reason the job exists at LCC.)

Reporting to the Director of Project Management and Business Analysis, the Financial Services Senior Business Analyst functions as an interface between business process owners and Information Technology Services regarding requirements, functionality, and performance for both existing and new Finance Division enterprise systems. The Analyst provides direction and expertise in the selection, installation, conversion, upgrade and improvement of the systems, with project management responsibilities for some work efforts.

Responsible for the analysis of Financial Services related data and business processes, the Analyst provides system and process expertise to ensure compliance with federal and state laws and regulations. This role includes analyzing and understanding technical challenges, configuring systems to support identified business processes, and resolving technical issues affecting business processes. To that end, the Analyst actively works to configure, test, create high-level procedures and provide specialized training related to the implementation and support of enterprise systems.

**DIRECT REPORTS:** (If this is a supervisory position (authority to hire, assign, discipline, approve timesheets), list position #s of those supervised).

|                          |               |
|--------------------------|---------------|
| <b>Direct Report(s):</b> | <b>FS9706</b> |
|--------------------------|---------------|

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** *Identify and describe the essential duties and responsibilities, i.e., what actions are done and what are the expected results. Most jobs can be described using 5-10 statements. List in priority order, beginning with top priority/must get done, with approximate percent for each (e.g. 20% 1. reconciles grant fund expenditures to balance monthly budget). "Other duties, as assigned," are implicit in all position descriptions.*

| % | No. | Essential Duties and Responsibilities   |
|---|-----|---|
|   | 1   | Coordinate and oversee the implementation, upgrade, maintenance, data integrity, and continual improvement of enterprise systems utilized by the Financial Services Division. Responsible for the planning, testing and implementation of Financial Services system upgrades, patches and regulatory releases.  |
|   | 2   | Provide system and process expertise for interdepartmental projects. Analyze and define system requirements and functionality for both new development and existing production systems, serving as a liaison between the Financial Services Division and Information Technology.  |
|   | 3   | Maintain and support enterprise systems utilized by the Financial Services Division, including but not limited to Banner, UC4, Touchnet, Marketplace and Argos. Create and maintain system documentation, maintenance procedures and enterprise system rules.   |
|   | 4   | Perform business process analysis and collaborate with functional users to implement business process improvements using best practices. Analyze data and business processes to support continual improvement and ensure compliance with all federal, state and institutional requirements.   |
|   | 5   | Serve as a primary technical resource for users requiring Financial Services Division systems access, reporting solutions, or other systems related inquiries; provide support and customer service to ensure requests and requirements are met and delivered according to college requirements and protocols.  |
|   | 6   | Coordinate with Project Management and Business Analysis (PMBA) department team members; Analyze business and data needs, apply appropriate technical tools and methods, and support an integrated relational database structure that satisfies business requirements.  |
|   | 7   | Perform troubleshooting and analysis to determine root cause of identified system issues, identify solutions, gather user requirements and coordinate the application of corrective action(s). Define, clarify and articulate problems to Financial Services Division leadership by providing details and responding to requests. Resolve service requests. |
|   | 8   | Document business processes; maintain logs on production issues and risks. Communicate policy issues and concerns to leadership for resolution.   |
|   | 9   | Work with Information Technology Services teams to initiate and monitor procedures for the safekeeping and restoration of College databases and enhance efficient system performance.   |
|   | 10  | Design, create and maintain requested data extract reports and other reporting solutions for staff and department administrators using knowledge of SQL, databases, Banner and business processes. Serve as a resource for college staff for Argos reporting development, security and requirements.  |
|   | 11  | Identify functional user training needs; evaluate, develop, and deliver training.   |
|   | 12  | Collaborate with Project Management and Business Analysis (PMBA) team members to complete projects/service requests, resolve issues, ensure cross training among business areas/systems, and promote an environment of learning and customer service. Foster the development of supporting business analysts on the PMBA team.                              |
|   | 13  | Research and stay current on emerging technology or solutions, and implement innovative solutions, to meet LCC's needs.   |
|   | 14  | Create and maintain high-level procedure documentation.   |
|   | 15  | Perform other duties as assigned.   |

**CORE COMPETENCIES.** *Record the knowledge, skills and abilities necessary to perform the essential functions of this position. Provide descriptions of core competencies below (e.g. communication, customer service, decision-making, leadership, problem-solving, etc.). An incumbent or applicant must be able to demonstrate and results must be measurable.*

**KNOWLEDGE:** Technical, specialized, disciplinary, industry-specific and/or operational knowledge or understanding required in your job

- Extensive knowledge of financial services and associated systems.
- Knowledge of all federal, state, and institutional requirements impacting the delivery of services and systems.
- Ability to understand and interpret complex program requirements.
- Advanced knowledge of Financial Services Division information systems, process flows, and internal controls.
- Basic knowledge of computer programming and relational databases.
- Advanced knowledge of Microsoft Excel, Access, and Visio.
- Ability to effectively and succinctly document process and data flows.
- Ability to efficiently extract and analyze data.
- Ability to perform intermediate mathematical computations and construct case statements.

**COMMUNICATION/INFLUENCE:** Requirements for listening, verbal communication and/or written communication with others, and/or for educating, training, persuading, serving and/or otherwise influencing “customers”.

- Strong communication and problem solving skills and the ability to collaborate and motivate diverse constituencies.
- Ability to collaborate both internally and externally to facilitate enterprise system and requirements.
- Strong ability to inspire and direct teams to accomplish goals.
- Ability to communicate complex business rules and technical information clearly and concisely with non-technical as well as technical staff.
- Ability to interpret technical issues and problems expressed by non-technical staff.
- Excellent oral and written communication skills.

**PROBLEM SOLVING:** Thinking required by the job for evaluating, analyzing, creating, and reaching conclusions and the need to identify obstacles and develop applicable solutions.

- Creative and flexible problem-solving skills to achieve results for the College.
- Ability to analyze data, processes, and complex situations to determine a best course of action.
- Ability to strategically review enterprise systems and emerging technologies to facilitate solutions and continuous quality improvements.
- Strong crisis management and conflict resolution skills.
- Ability to determine root cause of a problem.
- Ability to identify patterns amid seemingly unrelated issues.
- Ability to analyze and comprehend the consequences of various problematic situations.
- Ability to identify problems or improvement opportunities, develop recommendations, and address them or refer them for appropriate decision making.

**LEADERSHIP:** Required ability to manage people, department(s) and/or operations and/or provide guidance/counsel to others.

- Ability to provide direction and expertise on system issues.
- Ability to manage and supervise the work of people who report to others.
- Ability to motivate and direct teams within a complex, fast-paced, and changing work environment to a shared vision.
- Ability to facilitate an environment that fosters teamwork, collaboration, and accountability.
- Ability to effectively lead and/or participate in a team environment.
- Ability to make competent, independent decisions.
- Ability to communicate effectively and confidently in front of a group.

**OTHER:** Other applicable skills and abilities not mentioned above.

- Strong organizational skills and ability to balance multiple priorities and objectives.
- Ability to work with minimum supervision.
- Ability to maintain confidentiality.

- Sense of humor.

**EDUCATIONAL/EXPERIENCE REQUIREMENTS:** *Identify the education and/or equivalent combination of education and experience, plus additional specific years of experience, certifications, licenses and/or special training required to perform the essential functions of this job.*

- Bachelor's degree required.
- Four years relevant experience with information management systems preferred.
- Demonstrated relevant experience with information management systems required.
- Demonstrated analytical and problem-solving ability required.
- Outstanding oral and written communication skills required.
- Ability to lead or participate in a team environment required.
- Previous experience as Business Analyst desired.

**PHYSICAL AND MENTAL REQUIREMENTS:** *Complete the physical and mental demands on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Mobility around the LCC campus is a normal part of the position's functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. **Go to the ADA Checklist.***

**WORK ENVIRONMENT:** *Complete the work environment characteristics on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. **Go to the ADA Checklist.***

|  |  |                                |             |
|--|--|--------------------------------|-------------|
| <b>Incumbent's Name (if any).</b>  |  | <b>Incumbent's Signature*</b>  | <b>Date</b> |
| <b>Supervisor's Name</b>   |  | <b>Supervisor's Signature*</b> | <b>Date</b> |
| <b>Dean/ELT's Name</b>   |  | <b>Dean/ELT's Signature</b>    | <b>Date</b> |
| <i>Note: Signature means approval, otherwise return for signatures.</i>                                    |  |                                |             |
| <b>Human Resources Rep.</b>  |  | <b>HR Rep Signature</b>        | <b>Date</b> |
| <i>Note: Position description to be reviewed annually, upon posting or transfer of person or position.</i> |  |                                |             |

# Lansing Community College

# ADA Compliance Job Description Checklist

The immediate supervisor is responsible for completion of this form . Fill in more information as needed that apply to the essential job duties of the attached job description.

**Position #:** Enter Position #.

**Date:** Click to enter a date.

**Supervisor's Position #:** Enter position #.

## Materials Used:

### Standard Office Equipment:

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Computer keyboard, mouse, screen (either desktop or laptop)            | <input checked="" type="checkbox"/> Paper and Pencil/pen           |
| <input checked="" type="checkbox"/> Various software (spreadsheet, word-processing, web-base, other media) | <input checked="" type="checkbox"/> Projector and Screen           |
| <input checked="" type="checkbox"/> Telephone, blackberry, fax   | <input checked="" type="checkbox"/> Copier, collator, reproduction |

Others, please list:

### Standard Trades Equipment:

- |                                    |                                     |                                   |
|------------------------------------|-------------------------------------|-----------------------------------|
| <input type="checkbox"/> Carpentry | <input type="checkbox"/> Electrical | <input type="checkbox"/> Plumbing |
|------------------------------------|-------------------------------------|-----------------------------------|

Others repair/maintenance tools, please list:

### Mental Functions:

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Comparing (compare/contrast data, people, things)                   | <input checked="" type="checkbox"/> Copying (entering, posting, transcribing data)              |
| <input checked="" type="checkbox"/> Synthesizing (combine data, concepts, interpretations)              | <input checked="" type="checkbox"/> Analyzing (examine, test data, present alternative actions) |
| <input checked="" type="checkbox"/> Computing (math calculations or carrying out formula operations)    |   |
| <input checked="" type="checkbox"/> Compiling (gathering, classifying, evaluating data, people, things) |   |

### Auditory Functions:

- Talking (express ideas, thoughts, languages, conveying details, accurately, loudly, quickly)
- Hearing (receive details through oral communication, make fine differences in sound with other sound interference e.g. running machines, other people)

### Visionary Functions:

- Near acuity (at 20 inches or less when minute accuracy is essential)
- Far acuity (more than 20 inches when day and night/dark conditions are essential)
- Depth perception (3 dimensional vision, judge distances, space)
- Color vision (distinguish colors)
- Field of vision (up-down and right-left)

### Smell and Tasting Functions:

- Flavors & odors (distinguish similarities, differences, intensities, qualities using tongue & nose)

### Movement, Strength, Repetition Functions:

- |                                   |  |  |  |   |
|-----------------------------------|--|--|--|---|
| <input type="checkbox"/> Climbing | <input checked="" type="checkbox"/> Kneeling | <input checked="" type="checkbox"/> Reaching | <input checked="" type="checkbox"/> Balancing                  | <input checked="" type="checkbox"/> Crouching |
| <input type="checkbox"/> Grasping | <input checked="" type="checkbox"/> Stooping | <input type="checkbox"/> Crawling            | <input checked="" type="checkbox"/> Picking/Typing/Keyboarding |   |
- Sedentary (exert up to 10 lbs of force to lift, carry, push, pull, move objects; sit most of the time)
  - Light (exert up to 20 lbs of force to lift, carry, push, pull, move object; walk/stand occasionally)
  - Medium (exert 21-50 lbs of force, walk/stand frequently)
  - Heavy (exert 51-100 lbs of force, walk/stand routinely)
  - Very Heavy (exert over 100 lbs of force, walk/stand routinely)

### Environmental Conditions:

- |   |  |
|---|--|
| <input type="checkbox"/> Weather (rain, snow, wind)     | <input type="checkbox"/> Vibrations  |
| <input type="checkbox"/> Extreme cold (inside, outside) | <input type="checkbox"/> Hazards (fumes, odors, dust, toxic chemicals, allergens,                          |
| <input type="checkbox"/> Extreme heat (inside, outside) | <input type="checkbox"/> Extreme noises  |
| <input type="checkbox"/> Confined/restricted spaces     | <input type="checkbox"/> Hazards (fumes, odors, dust, toxic chemicals, allergens, poor ventilation, shock) |