FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2025

FUNCTIONAL ANALYST

FLSA STATUS: EXEMPT – PAY GRADE: 25-P

JOB FAMILY: FISCAL SERVICES JOB FUNCTION: BUSINESS SERVICES

GENERAL STATEMENT OF JOB

The Functional Analyst manages and administers the PeopleSoft system module and ancillary systems for the assigned department. This position provides recommendations for best practices and process efficiencies, troubleshoots system and process issues, data mining for statistical reporting, manages system updates, coordinates and conducts testing for quality assurance, and serves as a liaison between departmental staff and Information Technology.   Plans and leads implementation of new features, programming, setup, updates, interfaces, conversations, troubleshooting, audit, end-user training, and process improvement analysis I conjunction with other college departmental and Information Technology leaders.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES *(Depending upon assignment)*

Provides functional expertise by delivering support to departmental leaders with development, implementation, review, analysis, documentation, and improvement of business processes, process workflows, application planning, and system updates and security; monitors and reviews all processes; and recommends enhancements and technical solutions to improve department and process efficiency.

Creates, builds, runs, tests, and documents simple and complex reports and queries based on identified business questions and needs. Identifies anomalies, improves business process efficiencies, and reports on statistics.

Troubleshoots system issues, researches, and analyzes complex system issues to determine if an issue is systemic, truly an issue, a defect, or a need for an enhancement. Provides recommended solutions such as a change in a process step to revamping an entire process.

Coordinates identification of needs and development of documentation for new and existing systems and functionality. Performs detailed analyses of system requirements to understand business needs. Creates functional specifications for PeopleSoft technical developments and enhancements.

Plans periodic audits of information flowing into and out of assigned departmental PeopleSoft data tables, files, and/or modules and ensures data integrity and optimum system performance. Creates/documents a visual flow to demonstrate what is happening. Identifies data needed for validation to ensure college compliance.

In conjunction with departmental leadership, ensures compliance with all federal, state, and college policies;

Develops and delivers user training and training materials. Ensures that training materials keep current with new releases.

Leads, coordinates, and assists with all testing of patches, upgrades, and other program changes for assigned module; identifies stakeholders for various phases of testing. Creates and maintains QA test scripts and scenarios for business processes system related upgrades. Documents processes that need to be tested and the method for doing so.

Serves as a subject matter expert on the assigned PeopleSoft module with both internal stakeholders and interested members of the broader College Community.

Maintains PeopleSoft systems professional growth and development through seminars, workshops, conferences, professional affiliations, and user groups/networks to maintain certification/licensure and/or keep abreast of latest trends/issues in field of expertise.

Ensures best practice utilization of college ERP applications in support of student success.

Performs other related duties, as required.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator.

SUPERVISION EXERCISED

Supervision may be exercised over assigned staff or student assistants.

MINIMUM QUALIFICATIONS

Bachelor's degree, from a regionally accredited college or university and five (5) years of related experience working with PeopleSoft applications.

PREFERRED QUALIFICATIONS

Bachelor's degree, from a regionally accredited college or university and seven (7) years of related experience working with PeopleSoft applications, version 8.9 and up, in a post-secondary environment. Functional business experience. Experience using report writing software.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions.   Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 1/31/25