

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2018**

FUNCTIONAL ANALYST OF STUDENT SERVICES

FLSA STATUS: EXEMPT - PAY GRADE: 25-P

JOB FAMILY: STUDENT SERVICES JOB FUNCTION: STUDENT SERVICES

GENERAL STATEMENT OF JOB

The Functional Analyst of Student Services manages and administers the Campus Solutions (CS) PeopleSoft system for Student Services. Individuals in this position are expected to maintain expertise in PeopleSoft and other relational systems and work directly with Student Services leaders at the college on the programming, setup, and management of the PeopleSoft CS modules for Student Services. Individuals in this position lead setup, management of updates, running and coordinating processes, and conducting testing and quality assurance on systems and processes. This position will include responsibilities directly related to the areas of Admissions, Student Records, Campus community and academic advising.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Advises Student Services and divisional leadership on policies and procedures to identify new and innovative means to improve the efficiency and productivity of the CS Student Services modules.

Maintains expert-level knowledge and ability in the initial setup, ongoing analysis and programming, and overall status in the assigned area(s) of the PeopleSoft CS modules.

Assesses, evaluates, and implements functionality of the PeopleSoft system; coordinates the automation of processes, data management, running and building reports and queries.

Performs business analysis, including BPA and BPR (business process automation and business process reengineering). Refines and clarifies business requirements.

Customer Relation Management (CRM) reporting and data integrity. Integrate data from PeopleSoft to Hobsons or the CRM.

Provides knowledge of end-user needs, business processes, business procedures, etc.

Develops business specifications (e.g., for required customizations).

Performs applications design and configuration, including functional security coordination with the Registrar and college leaders.

Supports execution and development of day-to-day deliverables that enable the ongoing compliance needs related to state and federal legislation, IT policies and procedures, regulatory requirements, etc.

Assists the Campus Solutions Core Project Lead in working with business process owners to ensure that the design and scope is, and remains consistent with functional expectations and priorities as related to the Campus Solutions.

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Provides input to the organization change management team to update business processes and documentation.

Provides input to the Campus Solutions Core Project Lead in recommending business solutions and alternatives for best practices and related compliance projects.

Assists with college staff adoption and use of an ERP (Enterprise Resource Planning) Student module, both during the project to adopt the new ERP software, as well during production support and during software upgrades.

Participates in all business process review activities and provides business process insight into recommended best practices concerning Campus Solutions.

Assists in the maintenance of tracking and issue logging related to student module activities.

Provides input on functional/technical specifications for reporting, interfaces and customizations.

Provides input on the end-user training strategy and, when appropriate, delivers such training.

Provides input in the development of CS test scripts for utilization prior to implementation by executing test scripts, tracks defects, and reports test results.

Works directly with the other functional departments, divisional leadership and individual stakeholders in state reporting, student services, financial aid, student financials, and information technology to ensure functional interactions and effective policies, processes, and practices that communicate and correlate with all affected and interested areas.

Assists Student Services leadership in overseeing the integrity of all Student Services systems and critical interfaces in and out of the Oracle database.

Acts as a subject matter expert on the PeopleSoft CS Student Services solution with both internal stakeholders and interested members of the broader college community.

Actively participates in the audit of data and files to ensure accuracy and consistency.

Manages information and functionality within PeopleSoft CS to facilitate the management of data pertaining to Student Services.

Supports new Student Services initiatives. Provides Student Services systems and reporting support to various managers, as needed. Develops and delivers standard work and training documents.

Works directly with the Student Services leadership and the information technology leadership team to plan, develop, manage, and implement new CS technical ventures and existing CS functionality using queries, configuration, set up, testing new releases/enhancements, modules, and patches.

Troubleshoots system issues and documents processes; and reconciles information with student financials.

In conjunction with the Student Services leadership, ensures compliance with all federal, state, and College policies.

Coordinates identification of needs and development of documentation for new and existing systems and functionality in the Student Services area.

Assist Student Services leadership in the development and implementation of business processes, process workflow, planning and updates, and system security by monitoring all processes to better the efficiency and service of the Student Services.

Participates in strategic meetings for the Student Services, identifies and attends relevant conferences, user groups/networks and professional development opportunities for Student Services to develop and expand institutional knowledge base for Student Services functional and technical topics.

Performs related duties as assigned.

SUPERVISION RECEIVED:

Supervision is received from the assigned administrator.

SUPERVISION EXERCISED:

Supervision may be exercised over assigned staff.

MINIMUM QUALIFICATIONS:

Bachelor's degree from an accredited college or university supplemented by five (5) years of related experience with PeopleSoft Campus Solutions in functional design.

PREFERRED QUALIFICATIONS:

Bachelor's degree from an accredited college or university supplemented by seven (7) years of related experience in information technology and student services. Previous experience in a higher education Student Services office, with expert ability with functional admissions and student records processes and regulations, specifically related to PeopleSoft Campus Solutions systems.

**MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS**

Physical Requirements: Must be physically able to operate a variety of equipment including computers. Involves some physical effort, such as standing and walking, or frequent light lifting (5-10 pounds); or minimal dexterity in the use of fingers, limbs, or body in the operation of shop or office equipment. Task may involve extended periods of time at a keyboard.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural, or composite characteristics (whether similar to or divergent from obvious standards) of data, people or things.

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

Language Ability: Requires the ability to read a variety of correspondence, reports, forms, brochures, lists, etc. Requires the ability to prepare correspondence, reports, forms, requisitions, etc., using prescribed format. Requires the ability to communicate effectively in standard English. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

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Intelligence: Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form; to acquire knowledge of topics related to occupation.

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

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; to determine decimals and percentages; and to utilize high school algebra and descriptive statistics.

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 rapidly and accurately in operating modern office equipment and machinery.

Manual Dexterity: Requires the ability to handle a variety of office machines, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

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). Must be able to communicate via telephone.

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions.

Effective: 06/2018; revised 07/2018; revised 12/2018