

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2019**

BUSINESS ANALYST - STUDENT SERVICES

FLSA STATUS: EXEMPT - PAY GRADE: 25-P

JOB FAMILY: STUDENT SERVICES JOB FUNCTION: STUDENT SERVICES

GENERAL STATEMENT OF JOB

The Business Analyst - Student Services manages and administers several of the key systems connected to the Campus Solutions (CS) PeopleSoft system in support of Student Services. Systems may include, but are not limited to, EAB Navigate, Symplicity, and Connect (previously known as the Hobsons CRM). 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 IT system modules that provide the infrastructure 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 college leadership on policies, procedures, and products to improve the efficiency, productivity, and compliance of the Student Services technology systems and modules.

Using expert-level knowledge and ability, assesses, evaluates, and implements functionality of technologies supporting Student Services and connected to the PeopleSoft system; coordinates the automation of processes, data management, integration of data elements and tables among systems, running and building reports and queries.

Serves as the lead in the setup, scribing, security, testing, implementation, and ongoing maintenance of the college's comprehensive student success management system.

Serves as the liaison between Student Services end users and technical staff to perform business in-depth analysis to meet end-user needs, and to assure business process needs are identified, articulated, met and supported through technology to the satisfaction of all business process stakeholders.

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.

Creates and implements testing protocols for the Student Services for new implementations, technical upgrades, and patches to assure functionality to end-user specifications.

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

Actively participates in the development, implementation and management of audit practices and quality control protocols to ensure accuracy of data and consistency of practice among users.

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

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.

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 at least two (2) years of related experience in both higher education and student services, as well as at least two (2) years of technical experience with PeopleSoft or other similar higher education ERP and connected Student Services infrastructure technologies.

PREFERRED QUALIFICATIONS:

Bachelor's degree from an accredited college or university supplemented by five (5) 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 and related technology solutions in support of Student Services.

**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.

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: 10/2019