

**FLORIDA STATE COLLEGE AT JACKSONVILLE  
JOB DESCRIPTION, 2025**

**BUSINESS ANALYST**

**FLSA STATUS: EXEMPT - PAY GRADE: 25-P**

**JOB FAMILY: STUDENT SERVICES      JOB FUNCTION: STUDENT SERVICES**

**GENERAL STATEMENT OF JOB**

The Business Analyst provides system support and business process analysis for institutional services. This position works collaboratively with department leaders to manage, configure, and optimize enterprise systems that support academic and student services operations. The Business Analyst leads system setup, data management, process coordination, testing, and quality assurance, serving as a liaison between functional departments and technical teams.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES *(depending upon assignment)***

Analyzes information and functionality within PeopleSoft Campus Solutions (PSCS) modules to facilitate the management of academic program data and course scheduling processes, including troubleshooting and maintaining an issue log.

Provides input on system specifications and reporting needs, coordinates automation of processes, and advises leadership on strategies to improve efficiency, productivity, and compliance.

Collaborates with business process owners to ensure system design aligns with functional expectations and priorities, offering solutions and alternatives for best practices and regulatory compliance.

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

Delivers training and documentation to end users on effective system use, including standard work procedures and support during software adoption and updates.

Supports data integrity and audit processes, ensuring accuracy and consistency across institutional records and compliance with internal and external regulations.

Builds detailed course records and manages system configuration and setup, including enrollment requirements, security roles, and integration of data elements across modules and systems. Supports new initiatives related to academic operations and system enhancements.

Serves as the liaison between end users and technical staff to perform in-depth business analysis and ensure business process needs are identified, articulated, and supported through technology.

Participates in strategic planning and professional development, attending relevant meetings, conferences, and user groups to expand institutional knowledge of system functionality and trends.

Supports cross-functional collaboration among departments such as Academic Affairs, Student Services, Finance, and IT to ensure cohesive, efficient and compliant operations.

Provides business analyst technical support collegewide to support students, staff, and faculty.

Performs other related duties, as required.

**SUPERVISION RECEIVED:**

Supervision is received from the assigned administrator.

**SUPERVISION EXERCISED:**

Supervision may be exercised over assigned staff.

**MINIMUM QUALIFICATIONS:**

Bachelor's degree from a regionally accredited college or university and two (2) years of related experience in both higher education, and student services or academic affairs and two (2) years of technical experience with PeopleSoft or other similar higher education enterprise resource planning (ERP) systems and similar institutional platforms.

**PREFERRED QUALIFICATIONS:**

Bachelor's degree from a regionally accredited college or university and five (5) years of related experience in information technology and higher education services. Previous experience in a higher education setting with functional knowledge of curriculum, scheduling, admissions, records, and/or advising processes. Expertise in system configuration, testing protocols, and compliance-related data practices and familiarity with institutional systems supporting academic and/or student services operations.

**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:** 8/19/25