



**DATE ISSUED:** 07/12  
**FLSA:** Exempt  
**PTO:** VCS

## **JOB DESCRIPTION**

### **TITLE**

Senior Business Systems Analyst

### **JOB SUMMARY**

Reporting to the Associate Provost of Technology and Chief Information Officer, the Senior Business Analyst works closely with academic and administrative departments and the Office of Technology to understand process requirements and technical solutions. The Senior Business Analyst will also be responsible for the creation, management and operation of systems for IT performance tracking, IT budgeting, application portfolio, project management, reporting, and IT communication/marketing. Use of business intelligence applications to enhance administrative decision making capabilities and support the management of key university information. Use, develop, and manage reporting tools, as well as defining, designing, testing and implementing reports. Identify and resolve technical problems with reporting systems. Document processes and requirements. Perform vendor research, negotiation and relations-advise management on strategy, options, alternatives based on findings and make recommendations as opportunities surface. Work is performed under supervision of the Office of Technology and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

### **ORGANIZATIONAL RELATIONSHIPS**

*Reports to:* Associate Provost of Technology and CIO

*Supervises:* May supervise Business Systems Analyst

### **ESSENTIAL DUTIES** - *May include, but not limited to the following:*

- Actively participates in the technology design reviews to ensure alignment with University priorities.
- Reviews and analyzes the effectiveness and efficiency of existing TWU systems and develop strategies for improving or further leveraging these system.
- Leads special projects as assigned by Office of Technology management.
- Performs cost analysis on proposed systems.

- Provides advice and recommendations on emerging IT trends, specifically in higher education.
- Provides advice and consultation to Business Systems Analysts on more difficult and complex assignments.
- Documents TWU's direction, structure, business processes and requirements.
- Researches higher education industry and competitive position.
- Assists in the collection and consolidation of required information and data.
- Executes test plans and assembles and documents all test results.
- Adheres to and sets project standards defined by project management.
- Accurately employs TWU IT methodology and documentation tools.
- Proactively carries out project support/administrative functions.
- Establishes harmonious working relationships with team members and TWU business units to assist with user support, training, and improve alignment and communication.
- Complies with all TWU policies and procedures.

#### ***ADDITIONAL DUTIES***

- Performs other duties as requested.

#### ***EDUCATION***

Bachelor's degree required. Additional job related experience/and/or education may substitute for the required education on a year-for-year basis.

#### ***EXPERIENCE***

Five years of directly related job experience, preferably in a higher education and/or information technology. Experience working with relational databases, programming and with advanced reporting methods using tools such as SQL Server Reporting Services, PL/SQL and Toad preferred. Experience working with data warehouse/database concepts, practices, and procedures. Experience designing, implementing and maintaining complex workflow processes. Experience analyzing and solving complex data processing and computing problems.

#### ***REQUIREMENT***

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

#### ***KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:***

- Experience in analyzing, documenting, and modifying business requirements.

- Experience in reporting and data analysis and in use of reporting tools such as SQL and other reporting software programs.
- Experience working in Higher Education and understanding Higher Education Trends.
- Ability to communicate requirements, problems, issues, and solutions to technical and non-technical users.
- Experience with standard office software packages.
- Ability to learn and quickly adapt to new technologies, business processes, and procedures.
- Strong reasoning, analytical, and communication skills.
- Ability to maintain high degree of confidentiality.
- Ability to establish effective and productive working relationships.
- Ability to communicate effectively orally, by phone, in person, and in writing.
- Demonstrated project management skills.
- Strong customer service orientation.
- Excellent listening, interpersonal, and written skills.
- Strong knowledge of system testing and software quality assurance best practices and Methodologies.
- Extensive practical knowledge in importing data for use in report software, spreadsheets, graphs, and flow charts.
- Excellent analytical, mathematical, and creative problem-solving skills.
- Proven experience with business and technical requirements analysis, modeling, verification and methodology development.
- Ability to use a personal computer and other office equipment, including related university software and email.

### ***PHYSICAL DEMANDS***

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

### ***WORK ENVIRONMENT***

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

**SAFETY**

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employee Printed Name:** \_\_\_\_\_

***Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.***

***Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran's status, or against qualified disabled persons.***

***All positions at Texas Woman's University are deemed security sensitive requiring background checks.***