# Business Analyst

**(Job Number: 47107)**

<table>
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<tr>
<th>Campus/Location</th>
<th>Tempe</th>
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<tbody>
<tr>
<td><strong>Department Name</strong></td>
<td>Mary Lou Fulton Teachers College</td>
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<tr>
<td><strong>Grant Funding</strong></td>
<td>This is not a grant funded position and is not contingent on future grant funding.</td>
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<tr>
<td><strong>Close Date</strong></td>
<td>November 30, 2018</td>
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## Job Description

Reviews, analyzes, implements, and evaluates business systems and user needs for the Mary Lou Fulton Teachers College (MLFTC). Serves as the liaison between the multiple divisions and offices of MLFTC and the technology team members and multiple vendors of (e.g. Watermark (TK20)). Designs solutions providing information to various stakeholders’ data system and user needs and writes requirements specifications for the evolving needs of the college, develops and executes test plans and project work flows to meet the changing environment for data use in the college, and works with internal and external technical staff to build and implement the technology solution.

## Essential Duties

- Manages information systems projects for MLFTC by preparing and maintaining implementation plans, managing project issues and ensuring project tasks are completed.
- Facilitates decision-making by communicating across project teams and stakeholder groups.
- Creates and refines requirements using interviews, requirements meetings, surveys, document analysis, site and department visits, descriptions of the processes by which units do their work, use cases, scenarios, and workflow analysis.
- Applies approved project methods, standards and processes to reduce total cost of ownership by applying best practices.
- Serves as liaison between key data users (from administrators down to students), the technology support team, and other units within the college and across the university.
- Reviews, creates and updates business process documentation to ensure accuracy, completeness, and replicability.
- Provides information to support/development teams so that solutions meet user's needs.
- Leverages software development life cycle expertise to perform software testing.
- Supports upgrades and changes within Production and Non-Production environments.
- Consults with Information Security team and PeopleSoft Security team to identify and/or develop roles specific to users and coordinates security design.
- Supports innovation, change, and risk management (scope changes, communications, development and functional requirements and security risks/project failure).
- Supports stakeholder groups in developing and interpreting multiple forms of reports.
- Supports users’ issue resolution through telephone support, in person meetings, or virtually, as needed.

### Minimum Qualifications
Bachelor's degree AND two (2) years of experience in procedural, management or systems analysis work; OR, Six (6) years of experience in procedural, management, or systems analysis work; OR, Any equivalent combination of experience, training and/or education from which comparable knowledge, skills and abilities have been achieved.

### Desired Qualifications
- Demonstrated knowledge of software development life cycle.
- Experience in collecting and documenting user requirements utilizing a variety of methods such as interviews, requirement gathering meetings, surveys, document analysis, site and department visits, business process descriptions, use cases, scenarios, and workflow analysis.
- Experience in developing and executing test plans and implementing technology solutions in an academic setting.
- Experience in striving for process improvement, including designing and monitoring key performance indicator metrics for improvement, translating metrics and trends into action plans, and providing evidence of successful outcomes.
- Experience in project management, working closely with stakeholders at all levels, and appropriately escalating issues to resolve in a timely manner.
- Continually seeks out opportunities to learn about IT Systems to become proficient in utilizing those systems.
- Experience working collaboratively in a team environment, participating in virtual meetings.
- Evidence of effective communication skills both written and verbal.
- Experience in working in high stress environments
- Demonstrated knowledge of higher education administrative systems and related business principles.
- Demonstrated knowledge of PeopleSoft products, tools, and methods.
- Demonstrated knowledge of principles and techniques used in conducting management studies and in performing systems analysis.
- Demonstrated knowledge of automated and manual management information systems.
- Demonstrated knowledge of forms design and procedures development.
- Demonstrated knowledge of implementing software or custom systems in one or more of the following areas: Student Administration Systems, Learning Management Systems, Customer Relationship Management, Enterprise Resource Planning.
- Experience in analyzing complicated problems.
- Experience in creating conceptual solutions that are technically feasible.
- Experience in clearly explaining concrete processes and abstract concepts both orally and in writing.
- Experience in performing effectively as a member of a team.

### Working Environment
- Activities are performed in an environmentally controlled office setting subject to extended periods of sitting, keyboarding and manipulating a computer mouse.
- Required to stand for varying lengths of time and travel moderate distances to perform work.
- Frequent bending, reaching, lifting, pushing and pulling up to 25 pounds
- Regular activities require ability to quickly change priorities which may include and/or are subject to resolution of conflicts.
- Clearly communicate to perform essential functions.
- Regular use of standard office equipment including, but not limited to: computer workstation/laptop (keyboard, monitor, mouse), printer, fax, calculator, copier, telephone and associated computer technology peripherals
- This position receives regular review of objectives

| Department Statement | Arizona State University's Mary Lou Fulton Teachers College creates knowledge, mobilizes people and takes action to improve education. Nationally recognized as a leading innovator in teacher education and scholarly research, Mary Lou Fulton Teachers College prepares over 1,500 educators annually through bachelor's, master's and doctoral degree programs.

Working with a mindset of creative intrapreneurship to bring positive change within organizations, Mary Lou Fulton Teachers College brings people and ideas together to improve student outcomes. We seek to develop a renewable resourcefulness in individual educators, in schools, in school districts and in communities.

In line with the charter and design principles of Arizona State University, Mary Lou Fulton Teachers College asserts the following four core values:

- Pursue excellence at scale to achieve impact
- Exercise leadership through innovation
- Champion diversity of people and ideas
- Share responsibility for the strength of communities |

| ASU Statement | Arizona State University is a new model for American higher education, an unprecedented combination of academic excellence, entrepreneurial energy and broad access. This New American University is a single, unified institution comprising four differentiated campuses positively impacting the economic, social, cultural and environmental health of the communities it serves. Its research is inspired by real world application blurring the boundaries that traditionally separate academic disciplines. ASU serves more than 90,000 students in metropolitan Phoenix, Arizona, the nation's fifth largest city. ASU champions intellectual and cultural diversity, and welcomes students from all fifty states and more than one hundred nations across the globe.

ASU is a tobacco-free university. For details visit [www.asu.edu/tobaccofree](http://www.asu.edu/tobaccofree)

AmeriCorps, Peace Corps, and other national service alumni are encouraged to apply.

Arizona State University is a VEVRAA Federal Contractor and an Equal Opportunity/Affirmative Action Employer. All qualified applicants will be considered without regard to race, color, sex, religion, national origin, disability, protected veteran status, or any other basis protected by law. |

| Instructions to Apply | Application deadline is 3:00PM Arizona time on the date indicated.

Please include all employment information in month/year format (e.g., 6/88 to 8/94), job title, job duties and name of employer for each position.

Resume should clearly illustrate how prior knowledge and experience meets the Minimum and Desired qualifications of this position. |
ASU does not pay for travel expenses associated with interviews, unless otherwise indicated.

Only electronic applications are accepted for this position.

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<tr>
<th>Instruction for ASU Online Employment Applications</th>
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<tr>
<td>Go to the ASU Human Resources site: <a href="https://cfo.asu.edu/hr-applicant">https://cfo.asu.edu/hr-applicant</a> and scroll down to Jobs at ASU.</td>
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<tr>
<td>- Select <strong>External Staff Job Opportunities</strong> if you’re not currently an ASU employee (you must create an account or enter existing account information).</td>
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<tr>
<td>- Select <strong>Internal Staff Job Opportunities</strong> if you’re a current ASU employee.</td>
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<tr>
<td>- Enter <strong>Requisition ID 47107BR</strong> in the Search box.</td>
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<tr>
<td>- Click the red job title to view the entire job description.</td>
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<tr>
<td>- To apply, select the check box to the left of the job title and click on <strong>Apply to job(s)</strong> at the bottom of the screen.</td>
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<tr>
<td>- Click <strong>Let’s get started</strong> to begin the application process</td>
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