## Business Analyst

(Job Number: 53186BR)

<table>
<thead>
<tr>
<th>Campus Location</th>
<th>Tempe</th>
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<tbody>
<tr>
<td>Department Name</td>
<td>Mary Lou Fulton Teachers College</td>
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<tr>
<td>Full-Time/Part-Time</td>
<td>Full-Time</td>
</tr>
<tr>
<td>Grant Funded Position</td>
<td>This is not grant funded position and is not contingent on future grant funding.</td>
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<tr>
<td>Close Date</td>
<td>July 18, 2019</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 costs 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
- Regularly 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.

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<tr>
<th>Minimum Qualifications</th>
<th>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.</th>
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| 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  
  • Experience in seeking out opportunities to learn about IT Systems to become proficient in utilizing those systems  
  • Experience working collaboratively in a team environment  
  • Experience in 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 |
### 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 6,000 educators annually.

MLFTC faculty create knowledge by drawing from a wide range of academic disciplines to gain insight into important questions about the quality of teaching and learning and the performance of education systems.

MLFTC mobilizes people through bachelor's, master's and doctoral degree programs, through non-degree professional development programs and through socially embedded, multilateral community engagement.

MLFTC takes action by bringing people and ideas together to increase the innovation capabilities of individual educators, schools and organizations, districts and 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 80,000 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

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
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<tr>
<th>Employment Verification</th>
<th>ASU conducts pre-employment screening which may include verification of work history, academic credentials, licenses, and certifications.</th>
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<tbody>
<tr>
<td>Background Check Statement</td>
<td>ASU conducts pre-employment screening for all positions which includes a criminal background check, verification of work history, academic credentials, licenses, and certifications. Employment is contingent upon successful passing of the background check.</td>
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<tr>
<td>Instructions to Apply</td>
<td>Application deadline is 3:00 PM Arizona time on the date indicated.</td>
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<td>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.</td>
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<td>Resume should clearly illustrate how prior knowledge and experience meets the Minimum and Desired qualifications of this position.</td>
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<td>ASU does not pay for travel expenses associated with interviews, unless otherwise indicated.</td>
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<td>Only electronic applications are accepted for this position.</td>
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<td>Instructions for ASU Online Employment Applications</td>
<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 apply for an ASU job.</td>
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<td>• For staff positions, click on External Staff or Internal Staff (for existing ASU employees) – if External, you must create an ASU account or enter existing account information.</td>
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<td>• From the ASU Welcome page which is the new Talent Gateway (gives applicants several online options for the recruiting process), click on SEARCH to locate positions of interest.</td>
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<td>• OR click on Advanced Search, to customize your search by campus, title keywords, etc.</td>
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<td>• From the Search Results page, scroll to positions of interest and click on the Job Title above Requisition ID 53186BR to apply for this position.</td>
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<td>• From the Job Details page, review the posted job description and click the Apply to job button to begin the online application process.</td>
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<td>• Then, answer the questions to complete the ASU Kenexa online employment application (Note - you will be asked to submit your cover letter, resume and three personal references as part of the application process).</td>
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