

Analyst, IT Business

FLSA Status: Exempt

Pay Grade: 21

Job Title ID: 191000

Job Series/Job Family: Information Technology Series / Applications Family

Reports To

Manager, Applications Development

Job Purpose

To monitor department application software operations and serve as a technical liaison between one of ACC's key administrative departments and Information Technology.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Assists with and coordinates the training for administrative department staff in new software applications and related procedures.
2. Gathers, compiles, and performs initial data analysis for department report requests.
3. Assists in maintaining all statistical, federal and state reports and acts as a consultant to the key administrative department staff and IT staff regarding implementation of new mandates and policies from these entities.
4. Collaborates with IT to create quality assurance plans promoting the enforcement of ACC standards and best practices, to promote consistency and continuous improvement.
5. Consults and assists in maintaining technical and procedural documentation for the administrative department.
6. Provides first level support to administrative department staff for general questions in researching and resolving data and process issues before escalating.
7. Serves as a liaison with other ACC departments to coordinate data-related issues and processes to ensure timely and efficient solutions.
8. Serves as a subject-matter expert for a key ACC administrative department and assists IT with planning and implementing both short-term and long-term goals and objectives.
9. Develops users' technical and procedural documentation of software applications, standards and best practices used by the key administrative department.
10. Assists administrative department with evaluation of new workflows and processes delivered by ACC's Enterprise Resource Planning (ERP) vendor for enhancement value and make recommendations for implementation.
11. Creates, implements, and maintains administrative department related functions of ACC's Enterprise Resource Planning (ERP) system, including automated communication management, and department-specific information tools.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Business practices and procedures of specific administrative department.
- Application software components, systems and functions.

- Business applications and software.
- Program design and implementation.
- Customer service techniques.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Data mining for reporting purposes.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships
- Maintaining an established work schedule.
- Effectively using interpersonal and communications skills.
- Effectively using organizational and planning skills, including attention to detail and follow-through.

Computer Skills

Required

- Demonstrated proficiency using standard office software applications.
- Demonstrated proficiency in systems and data analysis, data extraction, development of reports, trouble-shooting enterprise software applications.

Physical Requirements

Required

- Work is routinely performed in office environments
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Occasional lifting of objects up to 10 pounds

Work Experience

Required

- Two years related work experience including coordinating administrative operations.

Preferred

- Two years business analyst experience in a higher education environment.
- Experience with educational institutions functions and processes.
- Experience with ACC's ERP system: Datatel Colleague.

Education

Required

- Bachelor's degree or equivalent.

Safety

Required

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.