

Job Description

(For Positions in CAW Local 555, Unit 1)

Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.

JD #:	JD00630	Pay Grade:	11
JD Title:	Business Systems Specialist	JD FTE Hours:	35
Job Family:	IT		

General Description

The Business Systems Specialist acts as a technical and consulting resource to various University departments and units with respect to the planning, implementation, and maintenance of information technology systems. Supports the University's academic and administration departments by acting in a functional capacity in all phases of the Project Life Cycle for medium to large projects, including post-production support and ongoing maintenance. Continuously gains an understanding of the University's operations and processes and how systems are used in support of those operations. Provides lead-hand supervision to a team of Business Systems Analysts.

Representative Duties & Responsibilities

- Provide ongoing technical direction to Business Systems Analysts within the team and periodically to other technical staff assigned to relevant projects.
- Coach and mentor junior staff in order to ensure a highly motivated and technically competent team.
- Act as an on-site team lead responsible for planning, coordinating, and scheduling work assignments to ensure the completion of assigned projects.
- Evaluate work product to ensure adherence to established functional and operational specifications.
- Conduct in-depth client interviews to determine business process flows and rules.
- Manage work assignments of internal staff and schedule and monitor adherence to procedures, protocols, and standards.
- Accountable for the clarification, rationalization and documentation of project requests.
- Approve production migrations according to project involvement.
- Develop and lead end user training.
- Partner with the technical team to maintain the information technology issues database, create new issues, and track the status of open issues.
- Participate in the development of capital project charters and cost justifications.
- Serve as the primary contact point with the user community.
- Responsible for integration and release management.
- Facilitate large group business development planning sessions.
- Ensure appropriate business participation in information technology projects.
- Utilize the appropriate control tools to coordinate projects according to Project Management Office methodologies.
- Develop success criteria and risk assessments for projects and changes.
- Develop, implement, and document best practices to align with departmental and University strategies and processes.
- Work independently with users to define concepts.
- Drive and challenge business units on their assumptions of how they will successfully execute their plans.
- Collaborate with developers and subject matter experts to establish the technical vision and analyze tradeoffs between usability and performance needs.
- Critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs.
- Conduct gap analyses.
- Ensure that projects meet specified functionality requirements.
- Perform advanced levels of analysis, problem solving and research skills to formulate solutions to complex business

Representative Duties & Responsibilities

needs.

- Perform the functional analysis for production support activities and advise business users in the analysis of less complex issues.
- Work with project stakeholders to understand project scope and create test documents.
- Manage all phases of testing including, but not limited to, system, integration, acceptance, regression, and performance.
- Document system functionality, particularly related to new enhancements.
- Develop and maintain information technology process flow, methodology, and control documentation.
- Assist with the development of project proposals and estimates.
- Elicit requirements using interviews, document analysis, requirement workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, and task and workflow analysis.
- Analyze information needs and functional requirements and deliver artifacts such as functional requirements, business process models, use cases, screen and interface designs, test plans and test cases.
- Take ownership of functional issues by identifying underlying problems, analyzing potential solutions and implementing system resolutions, including workarounds.
- Provide Level III post implementation support to users regarding functional issues.
- Work with the development team to determine technical approaches and technical risks for project testing.
- Develop requirement specifications according to standard templates, using natural language.
- Work closely with testing team members to ensure that requirements are testable.
- Prepare and assist other testers with the creation of test cases.
- Identify and manage defects identified during all phases of a project.
- Review test cases created by testing team members to ensure that the test cases adequately define the business processes.
- Resolve problems in the test, production implementation, and post-implementation phases in coordination with other technical and business groups.
- Develop simple queries using basic Business Intelligence tools.
- Review systems, processes, and information and provide recommendations to supervisor.
- Serve as the conduit between the Project Management Office and development teams through which requirements flow.
- Liaise between the technology and support teams.
- Communicate project, issue, and system status to others.
- Communicate testing results to other stakeholders.
- Facilitate effective dialog between technical staff.
- Interact with and exchange information with colleagues.
- Follow a test script and document defects.
- Prepare and review recommendations and other project initiation documents.
- Prepare and review end user and operations documentation, training materials, and timelines.
- Maintain information technology process flow, methodology, and control documentation.
- Work with others to prioritize and schedule issues resolution.
- Plan, schedule, and monitor own work within short time horizons.
- Organize individual time, work and resources to accomplish objectives in the most effective and efficient way.
- Understand and use appropriate methods, tools, and applications to complete work tasks.
- Demonstrate a rational and organized approach to work and identify development opportunities.
- Absorb technical information when it is presented systematically and apply it effectively.
- Use measurement methods to monitor progress toward goal attainment, tenaciously working to meet or exceed those goals, while deriving satisfaction from the process of goal achievement and continuous improvement.
- Ensure that the internal and external customer perspective is a driving force behind decisions and activities.
- Follow service practices that meet customers' and University needs.
- Interact with others in a way that gives them confidence in one's intentions and those of the University.
- Work collaboratively with others to achieve departmental and institutional goals. Actively participate as a member of a team to move the team toward the completion of goals.
- Perform a range of varied work activities in a variety of structured environments.
- Successfully engage in multiple initiatives simultaneously.
- Apply and enforce department change control policies and procedures.
- Acquire and maintain a basic understanding of Business Intelligence and Data Warehousing principles.
- Read and understand complex Business Process Diagrams and develop basic (Level II) models.

Representative Duties & Responsibilities

- Read and understand a complex project plan and develop simple project plans.
- Remain current with relevant development and project methodologies.
- Remain current with security policies and procedures and work with System Administrators to implement security changes.
- Remain current with the different levels of testing and develop simple use cases and test scripts.

Supervision

- Provide lead hand supervision and is responsible for the quality and quantity of work of others.

Qualifications

- Bachelor's degree in Computer Science, Business, or a related field of study.
- Requires 5 years of relevant experience.

Effort

Physical Effort:

- A typical work day consists of greater than 3.5 hours of low physical effort for activities such as:
 - Intermittent periods of keyboarding to process documents, enter data into databases, and maintain accurate records.
- Elements of moderate physical effort are not a regular feature of this job.
- Elements of high physical effort are not a regular feature of this job.

Mental Effort:

- A typical work day occasionally requires routine mental effort for activities such as:
 - Collecting routine information, word processing routine documents such as correspondence and reports, and inputting data in databases and spreadsheets.
- A typical work day consists of up to 2 hours of moderate mental effort for activities such as:
 - Preparing and reviewing recommendations and other project initiation documents.
 - Analyzing and documenting relevant business processes.
 - Defining, documenting, and reviewing functional requirements.
 - Ensuring that projects meet specified functionality requirements.
 - Preparing and reviewing end user documentation, training materials, and timelines.
 - Providing Level III post implementation support to users regarding functional issues.
- A typical work day consists of greater than 3.5 hours of high mental effort for activities such as:
 - Developing success criteria and risk assessments for small to medium size projects and changes.
 - Establishing the technical vision and analyzing tradeoffs between usability and performance needs.
 - Identifying underlying problems, analyzing potential solutions and implementing system resolutions, including workarounds.
 - Critically evaluating information gathered from multiple sources, reconciling conflicts, decomposing high-level information into details, abstracting up from low-level information to a general understanding, and distinguishing user requests from the underlying true needs.
 - Conducting in-depth client interviews to determine business process flows and rules.
 - Performing the functional analysis for production support activities.
 - Conducting gap analyses.

Working Conditions

Physical Environment:

- There are no adverse physical environment conditions inherent to the job.

Psychological Environment:

- Occasionally interacts with individuals who may be rude or upset.
- Frequently deals with multiple projects and simultaneous deadlines.

Health & Safety:

- Risk to the incumbent is no higher than for the general population.

Job Description Rating Sheet

(For Positions in CAW Local 555, Unit 1)

JD #:	JD00630	Pay Grade:	11
JD Title:	Business Systems Specialist	Total Points:	694
Job Family:	IT		

Factor	Subfactor	Level Rating	Points
Skill	1. Applied Reasoning and Analytical Skills	5.5	116
	2. Breadth of Knowledge	2.0	13
	3. Adaptation to Change/Updating of Learning	2.5	17
	4. Interpersonal Skill	4.0	54
	5. Education and Experience	E4	104
	6. Dexterity and Coordination	2.0	12
Effort	7. Physical Effort	1.0	3
	8. Mental Effort	5.0	100
Responsibility	9. Planning and Coordination	5.0	82
	10. Responsibility for Others	3.0	55
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	5.0	120
Working Conditions	12. Physical Environment	1.0	3
	13. Psychological Environment	2.0	10
	14. Health and Safety	1.0	5