ADMINISTRATIVE POSITION ANNOUNCEMENT

TITLE OF POSITION/RANK: Senior IT Business Analyst/Manager

DEPARTMENT: Information Technology, Rose Hill

GENERAL RESPONSIBILITIES:
Senior Technical Business Analysis Management role for multiple business units involves converting detailed business rules into system requirements. Has substantive prior Business Analyst experience. Analyze multiple operational unit’s process, procedures and policies and suggest modifications in line with strategic and operational goals. Assesses multiple organizations’ business models and integrate it with technology. Interprets business rules and requisites then translates these to functional technical system/service requirements. Formulate test cases to ensure that the business partner’s needs are correctly interpreted. Speak to and consider such issues as systems performance, scalability, and quality of service, security and usability as it relates to specific business needs. Facilitate the transition from current state of the enterprise to its future desired state. Serve as the liaison between multiple business units and Fordham IT. Manage and facilitate the implementation of new applications as well as new functionality on existing applications for multiple business units. Manage vendors and their resources for applications that are SAS and/or hosted. Manage the scheduling and implementation of application upgrades and maintenance. Serve as a subject matter expert for multiple business units and the applications that support them. Participate and coordinate the operational support of applications of multiple business units.

SPECIFIC ACTIVITIES:
- Elicit departmental requirements using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use case scenarios, business, and task and workflow analysis and deliver the following artifacts as needed: (Functional requirements, Business Requirements Document, iii. Use Cases, GUI, Screen and Interface designs)
- 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.
- Serves as the conduit between the customer community (internal and external customers) and the software development team through which requirements flow.
- Understanding the business process of multiple business units and the software used to support them in order to be a subject matter expert.
- Responsible for implementation of business solutions utilizing Workflow, Imaging, CRM and other automation toolsets
- Be the liaison between the business units, technology teams and support team and collaborate with developers and subject matter experts to establish the technical vision and analyze tradeoffs between usability and performance needs as well as communicate the value of a project in terms of both its benefits and costs, in language used by the business community geared to effectively obtain leadership understanding, support and approval of the project.
- Managing vendor resources in the implementation, support and maintenance of applications.
- Tracking, managing and ensuring the execution of operational requests in support of the administrative applications.

ESSENTIAL SKILLSETS:
- Strong analytical and product management skills are required, including a thorough understanding of how to interpret customer business needs and translate them into application and operational technology requirements.
- Excellent verbal and written communication skills and the ability to interact professionally with a diverse group, executives, managers, and subject matter experts.
- Experience with Banner or other Higher Ed ERP
- Experience implementing or utilizing Hyland OnBase or other workflow/imaging system
- Experience with Customer Relation Management Systems (Sugar or others)
- Experience implementing business process improvements utilizing business automation toolsets such as Workflow and Business Activity Monitoring
- Experience with Oracle, SQL Server or MySQL.
- Experience working in an Enterprise Project Management environment.
- Familiarity with Service Oriented Architecture strategies and technologies (Web Services, Event Que…)
PERSONAL SKILLS:
- Good organizational and time management skills
- Proven analytical, diagnostic, organizational, and problem-solving skills.
- Some leadership experience is a plus. Strong Customer Service orientation.
- Analytical skills such as process flow analysis, for both technical and business oriented processes
- Ability to lead and work in a team environment. Good interpersonal skills.

EDUCATION and EXPERIENCE:
- Bachelor’s degree in a IT related field and 5+ years of solid experience in an IT related environment is strongly preferred. Prior Business Analyst experience.

SALARY: Commensurate with experience.

STARTING DATE: TBD

SEND LETTER & RESUME: Kevin Muller, kemuller@fordham.edu