

IMPERIAL COMMUNITY COLLEGE DISTRICT

CLASS TITLE: SYSTEMS ANALYST

BASIC FUNCTION:

The Systems Analyst reviews, analyzes, and upgrades systems and processes related to campus administrative managements systems. They report, analyze, and interpret data, and develop recommendations and present summary findings to College leadership and department personnel. The Systems Analyst will serve as the data collecting and reporting liaison between Information Technology and other campus departments related to the campus ERP systems.

REPRESENTATIVE DUTIES:

Create and run reports from campus ERP system using the operational data store (ODS) and enterprise reporting tools. Work with stakeholders to develop and implement new reporting tools and automate processes. Document appropriate procedures, instructions, and rules to share knowledge and create standards. Maintain and/or create process documentation for business specifications.

Serve as ERP subject-matter expert in coordination with campus departments. Liaison between Application Services and other departments to design, document, test, and implement system changes. Maintain effective contact with end users from various departments to discuss and analyze ERP system performance and efficiency; consult with end users to discuss desired system data output and user expectation; respond to diverse questions and issues from faculty and staff concerning ERP system processes and business practices.

Support college institutional research by providing appropriate information and data. Design and maintain database and file structures used by the institution ERP system; establish, link, join and relate data within tables via scripts; maintain flow charts or narrative description of program flow, purpose and operation; examine output data from program operations to verify and assure accuracy and completeness of data.

Gather, translate requests, and implement solutions with respect to campus administrative systems. Analyze current system integrations to identify possible areas of improvement and/or risk. Work closely with various functional groups to resolve system issues in a timely manner. Routinely monitor data quality and ensures that data integrity issues are being addressed.

Completes other projects and related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Relational database concepts, methods and techniques.

ERP system structures and reporting methods (SunGard Higher Education Banner preferred).

MS Office products (e.g. Excel, Access, Visio, Project).
Complex analysis and reporting tools (eVisions ARGOS Preferred).
Testing and debugging procedures.
Recordkeeping and effective documentation techniques.

ABILITY TO:

Analyze business needs and take appropriate action to address them.
Solve a wide variety of challenges involving people, technology, and the organization.
Build consensus across multiple functional and technical organizations.
Learn new skills and work in a fast changing environment.
Apply critical thinking skills with the aptitude to translate business needs into technology solutions.
Write complex SQL queries and verify accurate results.
Use strong verbal, written communication and problem-solving skills.

EDUCATION AND EXPERIENCE REQUIRED:

Bachelor's degree from four-year college or university; degree in computer science, business administration or closely related field preferred;

and

3 years performing the essential duties and responsibilities of a Systems Analyst and/or related training;

or

Equivalent combination of education and experience.

LICENSES AND OTHER REQUIREMENTS:

Valid driver's license.

WORKING CONDITIONS:

Incumbents regularly sit for long periods of time, walk short distances on a regular basis, occasionally travel to other offices or locations to attend meetings or pick up and/or deliver materials, use hands and fingers to operate an electronic keyboard or other office machines, speak clearly and distinctly with others; see to read fine print and operate computer; hear and understand voices over telephone and in person; lift, carry, and/or move objects weighing up to 10 pounds.