COMPTON COMMUNITY COLLEGE DISTRICT

BUSINESS ANALYST

FLSA: NON-EXEMPT

POSITION DESCRIPTION:
Under the direction of the Director of Information Technology Systems, the employee receives assignments and is expected to carry them through to completion with substantial independence. Analyzes business area or department business processes and reporting requirements and works with users to identify needs for systems modifications and enhancements; prepares documentation and specifications; conducts applications testing and performs problem resolution and fixes; provides a variety of user support and training; and performs related duties as assigned.

ESSENTIAL DUTIES/FUNCTIONS:

- Prioritize requirements and create conceptual prototypes and mock-ups
- Organize, prioritize and handle multiple job assignments on a daily basis
- Excellent verbal & written communication skills
- Able to interact professionally with a diverse group of executives, managers and subject matter experts
- Document existing support processes and streamline, if possible.
- Process improvement expertise
- Prepare presentation materials
- Learn business systems by attending vendors' training
- Provide user application support and training.
- Proactively communicate and collaborate with external and internal customers to analyze information needs and functional requirements. Deliver the following artifacts as needed: Functional requirements, Business Requirements Document, Use Cases
- Work efficiently, independently and follow through on assignments
- Use productivity tools such as Microsoft Office.
- Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Databases, data element dictionaries
- Structured queries
- Desktop operating systems
- College information systems
- Report analysis and data variation implications
- Implementation of new information systems
- Functional and technical specifications
- Validation and acceptance procedures
- Information systems standards and procedures
- Problem diagnosis and resolution
- Documentation standards
- Web-based systems
- Problem solving techniques
- Training methods for technical and non-technical staff

ABILITY TO:

- Have strong, proven business analysis skills
- Have a passion for process improvement
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Mathematical Reasoning – The ability to choose the right mathematical methods or formulas to solve a problem.
- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate.
- Coordination – Includes planning, scheduling, organizing, prioritizing, and monitoring work activities by utilizing resources (both human and material) to their fullest and aligning work plans with departmental goals.
- Time Management – Managing one's own time and the time of others.
- Instructing – Teaching others how to do something.
- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Quality Control Analysis – Conducting tests and inspections of products, services, or processes to evaluate quality or performance.

EDUCATION AND EXPERIENCE:

- Bachelor's degree or equivalent from an accredited college or university
- At least four years of relevant hands-on experience, preferably within a college or other government organization.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.