The University of Texas at San Antonio

Job Description

Job Title:	Enterprise IT Business Analyst/Developer
Code:	17532
Salary Grade:	61
FLSA Status:	Exempt
Department/Division:	Application Development and Support/OIT/Academic Affairs
Reports To:	OIT Manager, Application Development and Support

Summary

- Function: Under minimal supervision, responsible for being the liaison between customers and technical staff by evaluating client needs, analyzing requirements and developing and maintaining new and existing software systems. Determines operational objectives by studying business functions, gathering information, evaluating output requirements and formats to support achieving university business requirements and providing resolutions to reported issues.

- Scope: Responsible for understanding information technology business processes and technology. Develop on-demand system reporting, maintain accurate and up-to-date documentation and provide exceptional end-user support.

Duties

- Typical:
  1. Provides Tier-2 support. Offers technical assistance and solutions by responding to reported issues like but not limited to errors, problems or questions with programs. Communicates needed changes if any to develop team, communicates and applies project standard and consistently delivers high-quality services to customers.
  2. Understands business issues and data challenges of customer's organization, reviews requirements and specifications on proposed solutions to design, develop or enhance applications. Works with customer personnel to identify required changes.
  3. Documents procedures and reference materials as needed to support student information system fixes, enhancements and upgrades and supporting software.
  4. Improves systems by studying current practices and designing modifications.
  5. Provides references for users by writing and maintaining user documentation, providing help desk support and training users.

6. Prepares technical reports by collecting, analyzing and summarizing information and trends.
7. Consults with systems programmers, supervisors and end users to develop business requirements and write systems specifications to meet business needs. Defines needs and provides appropriate solutions to customer satisfaction with smooth integration with existing systems and scopes documents, appropriate to the project, to ensure completion prior to programming Writes program specifications.
8. Designs new or enhance applications by analyzing requirements, constructing workflow charts and diagrams, studying systems capabilities and writing specifications.
9. Prepares and executes integrated test plans using efficient testing methods. Involves users in the testing, consults with users to prototype, refine, test and debug programs to meet needs; installs and tests programs at client's site; and monitors performance of programs after implementation.
10. Coordinates resolution of incidents, enhancements, modifications and system upgrades. In collaboration with IT staff, recommends options and solutions to incidents and problems as they are identified. Escalates issues to management as needed.
11. Writes and maintains documentation of changes to computer programs and specifications, modifies and maintains software programs and applications and develops and maintains plans outlining steps and time tables for developing programs.
12. Assists with user security administration for internal applications.
13. Proactively initiates, develops and maintains effective working relationship with team members; follows through with commitment and fosters mutual trust with fellow employees; cooperates with a variety of people to achieve desired results.
14. Develops work plans and tracks project progress; including risk, issues and resources to deliver successfully.
15. Performs other duties as assigned.

- Periodic:
  1. Provides on call support after normal business hours (rotational) and must be reachable.
  2. Participates in technology-related activities for the University, State and community.
  3. Researchers new technology and applies it to project with no or minimum production issues.
  4. Researches and evaluates software and hardware to assist in programming or to use as program platforms.
  5. Assist with special projects as needed.

Education

Required	Preferred
Bachelor's degree from an accredited institution.	Master's degree in Business Applications, Information Systems or related field.

Other Requirements

Required	Preferred
Effectively communicates with all levels of the organization.	N/A
Working knowledge of Student Information Systems, experience with PL/SQL or MSSQL and general reporting methodologies.	
Familiar with OOP (object-oriented programming) solutions.	

Experience

Required	Preferred
Three years of experience supporting Enterprise Applications to include ERP systems that facilitate effectiveness via efficient business processes, reporting and customer service.	One year of experience supporting and integrating Banner or similar ERP system.
Experience with Student Information System (Banner, etc.) to include proficiency with relational database reporting and SQL and Microsoft products (VIZIO, SharePoint, Word, Excel and/or Power Point).	Experience supporting IT business processes in higher education.
Experience developing documentation, providing customer support and training users.	

Equipment

Required	Possible
Proficiency of a wide variety of personal computer hardware and software, including operations systems, common office applications, network connectivity and print services.	N/A

Working Conditions

Usual	Special
Standard office environment.	Provides on call support after normal business hours (rotational) and must be reachable.

Supervision

Received	Given

Minimal supervision. Incumbent will use independent judgement based on extensive technical and specialized knowledge and expertise.	N/A

Accuracy

Proficiency in all phases of the duties performed.

Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.