

Business Analyst
South Orange County Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=231364>

Downloaded On: Jul. 3, 2024 1:19am

Posted Feb. 26, 2024, set to expire Jan. 28, 2025

Job Title	Business Analyst
Department	District IT
Institution	South Orange County Community College District South Orange County Community College District, California
Date Posted	Feb. 26, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Administration - Other
Job Website	https://wd5.myworkdaysite.com/en-US/recruiting/socccd/SOCCCD/job/District-Services/Business-Analyst_REQ11947
Apply By Email	
Job Description	

Title:Business Analyst

Job Category:CSEA

Job Opening Date:February 23, 2024

Job Closing Date:March 12, 2024

Location:District Services

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Work Location:Mission Viejo, CA

Department:District IT

Pay Grade, for more information click on this link:

<https://www.socccd.edu/departments/human-resources/contracts-and-salary-schedules>

Pay Rate Type:Monthly

Work Days:Monday - Friday

Work Hours:8:00 a.m. - 5:00 p.m.

Hours Per Week:40

Percentage of Employment:100%

Months of Employment:12

Salary:Starting at \$8,629 - \$9,527 per month

Required Documents:Resume and Cover Letter. Optional Documents: Unofficial Transcripts

Job Description:

Application materials must be received by 11:59 pm on March 11, 2024.

C.S.E.A. Classified Bargaining Unit Salary Range 144

Required Documents:

Resume and Cover Letter - Applications with missing documents will not be considered.

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Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

SUMMARY DESCRIPTION

Under supervision from an appropriate level manager or administrator, the Business Analyst is a customer service-oriented individual that is responsible for the deployment and maintenance of district-wide applications with a focus on the end user experience for system configurations.

DISTINGUISHING CHARACTERISTICS

Acts in a lead capacity in the successful management of end user experience through the maintenance and configuration of district-wide system applications and processes, including analyzing business requirements, recommending effective solutions, and coordinating with other technical staff and management to ensure system integrity, and efficient and effective operations. Responsibilities include advising management on technology and/or business process solutions, defining project steps and timelines, coordinating projects, communicating end user interests to functional and/or technical staff, serving as a resident expert with an understanding of how applications are actually used, setting technical standards, and providing expertise on complex technical problems.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or reasonably related duties from those set forth below to address business needs and changing business practices.

- Lead the deployment and maintenance of applications that support district-wide systems, ensuring collaboration with administrators, faculty, and classified professionals.
- Manage, configure, and coordinate system and operational improvements for the enterprise resource planning (ERP) and third-party systems.
- Perform complex business process and system analysis and recommend modifications or new processes to facilitate integration with designated enterprise system modules, including testing and implementation.

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- Lead other technical staff in the analysis of essential application functional requirements.
- Translate user expectations into technical specifications for enhancement and customization projects.
- Evaluate with functional and/or technical users the reengineering of work processes to integrate with and complement system functionalities.
- Collaborate closely with a wide variety of administrative and academic departments across the District to ensure efficient use of ERP applications.
- Serve as the department's applications subject matter expert; collaborate and inform the appropriate district and college area leads regarding issues and identified solutions.
- Lead, analyze, and perform the successful development, maintenance, testing and validation of data collection processes to enhance accountability, research efforts, and decision-making purposes.
- Provide technical consultation to administrators and other internal and external stakeholders of district-wide initiatives and programs for the effective design and implementation of data collection and quality control procedures.
- Remain current with developments in hardware, software, and equipment related to District systems to advise staff and recommend systems changes, updates, and/or new technology as appropriate.
- Remain current with developments in legal requirements and regulations related to the ERP system and business processes.
- Serve as committee chair and/or department representative on related assigned committees and workgroups. Attend campus and District planning meetings with technical staff and end-users to facilitate communication between parties concerning their needs and requirements.
- Research, recommend, and test new technologies and applications that show a potential benefit to the district; monitor performance of implemented solutions; learn and apply emerging technologies and advances as necessary to perform duties in an efficient, organized, and timely manner.
- Assist with the design and evaluation of the campus data collection procedures; serve in a lead role to provide direction, training, and review of data inputted by staff into databases or application systems (e.g., MIS reporting).
- Monitor and analyze existing systems to ensure critical business processes are functioning and utilizes analytical skills to identify trends and anomalies.
- Track and coordinate review of new releases, upgrades and patches related to district-wide applications; review documentation to identify affected modules and processes; and identify impacts of changes and assess integration issues.
- Verify compliance of new systems processes with all regulatory requirements; and work with technical staff to conduct performance and compliance testing and identify corrections required.

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- Create and modify technical support documentation for district-wide application software, business processes, and train district/campus personnel and other end-users on new or existing technology implementations.
- Lead projects, establish project milestones and timelines, and guide work direction of functional and/or technical staff based on the needs of end users.
- Participate in district/college DEIA efforts to decrease student achievement/opportunity gaps; actively assist in the creation of a welcoming and inclusive work and educational environment; and attend and participate in diversity, equity and inclusion trainings and events.

Perform related duties as assigned.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Mission, functions, operations, administrative programs, activities, and services of a community college district, including human resources, budget and accounting, purchasing, payroll, staffing, admissions, registration, student records, matriculation, and financial aid.
- Federal, state, and local laws, policies, codes, procedures, rules, and regulations applicable to area of assignment.
- ERP systems and third-part applications used in an educational environment, and current information technology capabilities, characteristics, systems, and practices.
- Current concepts, principles, practices and procedures of design, advanced systems analysis, application programming and data administration including documentation standards and procedures.
- Modern information technology capabilities, trends, characteristics, systems, hardware and software.
- State and federal laws and reporting requirements, and District policies affecting information technology.
- Principles, practices and methods of business process and systems analysis, including business modeling using data and process flow diagrams.
- System design theory, concepts and principles including data management, and administration and development concepts.

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- Methodologies for developing program and user documentation and user training materials.
- Methods and practices for conducting unit and system testing.
- Database design concepts and data management software.
- Project management tools and techniques, including managing project schedules and effective change management and control.
- Software programs, applications, and database systems relevant to area of assignment; generating and analyzing reports from systems and databases; principles, practices, and procedures of complex statistical and administrative research and report preparation.
- Current office practices, procedures, methods, and computer equipment, software, and applications related to the work, including word processing, desktop publishing, spreadsheets, and databases.
- Principles and practices used to establish and maintain files and information retrieval systems; principles and practice of recordkeeping, and principles and procedures of business letter writing and report preparation.
- Work organization principles and practices.
- Effective written and oral communication skills including correct English usage, grammar, spelling, punctuation, and vocabulary.
- Diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students.
- Techniques for providing a high level of customer service including methods and techniques of proper telephone etiquette.
- Interpersonal skills using tact, patience, and courtesy.
- Techniques to facilitate effective interaction with people on an individual or group basis.
- Confidentiality requirements when dealing with personal and sensitive student information.
- Occupational hazards and standard safety policies and procedures.
- District and College organization, operations, policies, and objectives.
- Principles and practices of providing training and guidance to lower-level staff and student workers.

Ability to:

- Learn quickly, and understand and apply end user business processes and requirements needed to consult effectively with managers and users.
- Perform business process analyses and reach sound, logical conclusions regarding essential user needs and requirements.
- Facilitate and lead user meetings, negotiate understanding and build consensus agreements.
- Demonstrate competent use of computers, including ERP and third-party application used in an educational environment.

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- Effectively plan, develop, implement, and evaluate training programs, services, and activities for district-wide applications.
- Encourage professional excellence among the staff and promote an organizational culture of customer service, innovation, and quality services.
- Evaluate emerging technologies and make recommendations relating to their use within the District.
- Identify, evaluate, and resolve complex system and business process problems.
- Interface with user groups to determine and develop applications solutions to administrative issues and information needs.
- Lead special projects related to developing new or improved information technology systems.
- Monitor the work of external contractors and assure conformance to the needs of end users.
- Provide leadership in envisioning, conceptualizing, planning, and developing new or improved IT systems and software for the district and colleges.
- Sort through technical issues and develop cost-effective and reliable solutions.
- Read, interpret, explain and apply complex technical information on systems processes and interdependencies for technical and non-technical audiences.
- Effectively use query tools, such as SQL, for data analysis and reporting.
- Prepare clear, concise and comprehensive specifications, reports, studies, documentation, and other written materials.
- Learn and understand the organization and operation of the assigned department as necessary to assume assigned responsibilities; understand, explain, and apply administrative and office policies and procedures as well as pertinent laws, codes, regulations, and ordinances; work within the policies, functions, and requirements of area of assignment; assure compliance with State and federal laws and District policies.
- Communicate clearly and concisely, both orally and in writing in English; use correct English usage, grammar, spelling, punctuation, and vocabulary; understand and follow oral and written directions in English; listen actively and effectively; prepare and present reports and recommendations on complex processes both orally and in written form; provide information and direction to others with varying levels of information technology knowledge.
- Effectively and collaboratively work either as a team member or team leader in a complicated multi-college environment, as well as within a system of community college districts; develop, maintain, and foster effective working relationships involving interactions and communications personally, by phone, and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis.
- Interact extensively with and respond to requests and inquiries from students, faculty, staff, and public; effectively present information in person or on the telephone to students, staff, or the public; provide excellent customer service.

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- Perform a variety of highly specialized analytical and technical duties and activities in support of the assigned area; operate office equipment including hardware, software, and devices supporting word processing, database management, and spreadsheets; type or enter data at a speed necessary for successful job performance; maintain accurate filing, record keeping, and tracking systems; apply excellent organization skills and attention to detail; compose and prepare correspondence and memoranda; maintain filing systems; prepare clear, concise, and comprehensive specifications, documentation, reports, studies, and other written materials.
- Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.
- Work effectively under pressure with frequent interruptions and a high degree of public contact on a variety of tasks concurrently while meeting established deadlines and changing priorities; concentrate on detailed tasks for extended periods of time; work confidentially, independently, and collaboratively.
- Analyze complex situations accurately and adopt an effective course of action; exercise good judgment, discretion, and personal initiative in resolving confidential, difficult, and sensitive situations, according to established policies and procedures; use sound judgment in recognizing scope of authority; use independent judgment to plan and accomplish goals; maintain critical and sensitive information, records, and reports confidentially.
- Provide training and work direction to assigned lower-level staff.
- Effectively utilize computer applications and equipment in the performance of duties; maintain current knowledge of technological advances in the field; adapt to changing technologies and learn functionality of new equipment and systems.
- Attend and participate in trainings, meetings, workshops, and conferences; learn new state and federal laws, rules, and regulations pertaining to area of assignment; participate in the development of new/revised procedures to accommodate changes; attend and participate in diversity, equity, and inclusion trainings and events; maintain compliance with online coursework and other mandatory trainings and certifications as directed by supervisor.
- Report to work on a regular and consistent basis, as scheduled, to assigned job.
- Work some evening/weekend shifts as required.
- Maintain the cleanliness, safety, and organization of assigned area; ensure adherence to safe work practices and procedures; monitor activities in assigned area and enforce policies for proper use and behavior.

EDUCATION AND EXPERIENCE GUIDELINES

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

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Education/Training:

Requires a bachelor's degree from an accredited college or university with major course work in business administration, software engineering, computer science, information technology or closely related field.

A master's degree in a related field or recent evidence of continuing education in the area of assignment is preferred.

Experience:

Three (3) years of experience with ERP systems and related applications to improve operational efficiencies including conducting business process analysis, performing functional and end user support, data reporting, and related functions.

Experience in working in higher education is preferred.

Licenses, Certificates, and/or Other Requirements:

A valid California driver's license and proof of insurance may be required.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Work Environment:

Duties are performed primarily in an office environment at a desk or computer workstation. Incumbents are subject to frequent contact in person and on the telephone with administrative, management, supervisory, academic and classified staff. Work requires travel to other offices or locations to attend conferences, meetings or conduct work.

Physical Demands:

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Typically must sit for long periods, use hands and fingers to operate a computer keyboard; remember key information and concentrate for prolonged periods; see to read all printed materials including fine print, computer screen and electronic displays; hear and understand voices to conduct face-to-face and telephone conversations; speak in an understandable voice with sufficient volume to be heard within a normal conversational distance, on the telephone and when addressing groups; transport self to places necessary to perform job; regularly lift, carry and/or move objects weighing up to 10 pounds.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

SPECIAL COVID-19 NOTICE:

Interviews may be held in-person (following all necessary precautions) or in a virtual format. Employees must reside in California while employed with the South Orange County Community College District (SOCCCD), even during remote work. Thank you for your continued interest in working at the SOCCCD.

The SOCCCD is committed to protecting the health and wellbeing of students, faculty, staff, administrators, and the communities it serves. More information can be found on our District website by visiting <https://www.socccd.edu/communications/covid-19-information>.

NOTICE TO ALL CANDIDATES FOR EMPLOYMENT:

The Immigration Reform and Control Act of 1986, Public Law 99-603, requires that employers obtain documentation from every new employee which authorizes that individual to accept employment in this country. SOCCCD will not sponsor any visa applications.

PLEASE NOTE:

A California Public Employees Retirement System (CalPERS) retiree may not accept employment until after the first 180 days of retirement. Anyone retired from CalPERS accepting permanent employment with this District will be required to reinstate as an active CalPERS member. Please contact CalPERS



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for additional information regarding your retirement status.

Any active vested member of California State Teachers Retirement System (CalSTRS), who accepts employment with the District to perform service that requires membership in CalPERS, is eligible to elect to continue retirement system coverage under CalSTRS

DISABILITY ACCOMODATIONS:

If you require special accommodations in the application and/or selection process, please notify District Human Resources at least two (2) business days prior to the Job Close Date/Initial Screening Date, by either calling (949) 582-4850 or sending an e-mail to hrinfodesk@socccd.edu.

ATTENDANCE REQUIREMENT:

Report to work on a regular and consistent basis, as scheduled, to assigned job.

CAMPUS CRIME AND SAFETY AWARENESS:

Information regarding campus crime and safety awareness can be found at www.saddleback.edu or www.ivc.edu. Paper copies are available in the District Human Resources office upon request.

EEO/AA Policy

DIVERSITY, EQUITY, INCLUSION, AND EQUAL EMPLOYMENT OPPORTUNITY (EEO):

The South Orange County Community College District is committed to creating an academic and work environment that fosters diversity, equity and inclusion and equal opportunity for all, and ensures that



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students, faculty, management and staff of all backgrounds feel welcome, included, supported, and safe. Our culture of belonging, openness, and inclusion, makes our district a unique and special place for individuals of all backgrounds.

Our District and our colleges are looking for equity and inclusion-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to the understanding of diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present within our community. When you join our District, you can expect to be part of an exciting, thriving, equity-focused, and inclusive community that approaches higher education with the lens of social justice and collaboration among students, faculty, staff, administration, and community partners. In deciding whether to apply for a position with our District, you are strongly encouraged to consider whether your values align with our District's mission and goals for EEO, Diversity, Equity, and Inclusion.

SOCCCD IS AN EQUAL OPPORTUNITY EMPLOYER

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact