

**Business System Analyst (Reg FT)**  
**Community College of Allegheny County**

Direct Link: <https://www.AcademicKeys.com/r?job=263530>

Downloaded On: Oct. 7, 2025 3:22pm

Posted Oct. 7, 2025, set to expire Feb. 3, 2026

**Job Title** Business System Analyst (Reg FT)  
**Department** NA  
**Institution** Community College of Allegheny County  
Pittsburgh, Pennsylvania

**Date Posted** Oct. 7, 2025

**Application Deadline** Open until filled  
**Position Start Date** Available immediately

**Job Categories** Professional Staff

**Academic Field(s)** Administration - Other

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**Apply By Email**

**Job Description**

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**Business System Analyst (Reg FT)**

**Position Title:** Business System Analyst (Reg FT)

**Department:** Information Technology Svcs

**Campus:** Office of College Services

**Additional Information:** This position will remain open until filled. However, to ensure consideration for an interview, please submit your completed application, cover letter, and resume by no later than October 17, 2025. The College cannot guarantee that application materials received after this date will

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be considered or reviewed.

**Benefits:**

At CCAC, we take pride in offering an exceptional benefits package designed to support our employees' personal and professional well-being:

- **Comprehensive Health Coverage:** Access to an excellent health plan with a very low out-of-pocket expense network option.
- **Generous Time Off:** Enjoy a range of time-off benefits that are tailored to your position, along with a **four-day workweek in the summer** for an ideal work-life balance. These benefits vary and may include vacation, personal, sick, and holiday pay, as well as options like collegial coverage for faculty.
- **Retirement Planning:** Options include a **403(b) retirement plan with up to 10% employer match** or a **state-defined benefit pension**.
- **Financial Peace of Mind:** Employer-paid benefits include **group life insurance, short/long-term disability**, and access to **flexible spending accounts (FSAs)**.
- **Wellness Support:** Our **Employee Assistance Program (EAP)** is available for confidential support, with resources to address personal and professional challenges.
- **Educational Support:** Take advantage of **tuition waivers, tuition reimbursement, Public Service Loan Forgiveness (PSLF)** eligibility, and a variety of **professional development opportunities** to grow your career.
- **Exclusive Employee Perks & Rewards:** Save on theme parks, sporting events, electronics, and more!
- **Additional Advantages:** Free employee parking to make your commute easier.

**Remote Work Option:** Hybrid (May be subject to change)

**Work Hours (for hourly positions):** Standard College hours are Monday - Friday, 8:30 am - 4:30 pm; Additional hours, including evening and weekend hours, may be needed to meet the needs of the department.

**Salary Grade:** Admin 14 - \$55,756

**Job Category:** Administrators

**Employment Type:**

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Regular Full-Time

**Job Slot:** 5794

**Job Open Date:** 10/3/2025

**Job Close Date:** Open until filled

**General Summary:** Provide technical support and expertise to the user community in the utilization of the ERP and CRM related systems. Consult with end users of business systems to analyze, define, develop and implement user needs for the CRM and related systems.

**Requirements:**

Bachelor's degree and minimum three years of related experience OR an associated degree and five years' experience OR a minimum of seven related years' working experience in information technology field in lieu of education.

**Duties:**

1. Build customer relationships at all levels and nurture inter-department working relationships throughout the college.
2. Configure, customize and support CRM applications and Student Success Management systems based on the College plan.
3. Support business processes for recruitment, prospect management, enrollment funnel management, communications plans, student onboarding, and other enrollment functions as identified.
4. Support business processes for student performance monitoring, communications templates, development of interventions and communications plans.
5. Develop the college's e-signature solution; Work with customers to develop digital forms and digital signatures; Assist users with development, testing, and implementation of digital forms and digital signatures.
6. Provides configuration, training and oversight of tools and technology used by the College to support

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business processes and workflows.

7. Use creative problem solving techniques to develop system specifications and requirements.
8. Analyze, review and recommend program revisions to the ERP, CRM and SSMS Software.
9. Support ERP, CRM and SSMS systems and provide training for end users of the system.
10. Develop and maintain the web interface with the ERP, CRM and SSMS Software.
11. Develop and test programs and programming modifications; write testing plans for others to test your work.
12. Create ad-hoc reports as needed.
13. Install applications and configure environments for use in development, testing and production.
14. Provide end-user and system administrator training in on-site and remote formats.
15. Write and maintain programming and project documentation based on provided specifications.
16. Understand and use programming and documentation best practices.
17. Perform other job related duties as required or assigned.

**Clearances:**

Current criminal record/child abuse clearances will be required if offered the position and to be employed at the College. The three clearances are Pennsylvania Child Abuse History Clearance, Pennsylvania State Police Criminal Records Check, and Federal Bureau of Investigations (FBI) Criminal Background Check. The College has provided instructions on how to obtain these clearances, which are available

[here](#)

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**To view the full job posting and apply for this position, go to:**

**<https://ccac.csod.com/ats/careersite/JobDetails.aspx?id=1837>**

**Contact Information**

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

**Contact**

NA

Community College of Allegheny County

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