QUEEN'S UNIVERSITY GENERAL STAFF AND RESEARCH

POSITION SUMMARY

DEPARTMENT:	Information Technology Services	INCUMBENT:	
POSITION TITLE:	Business Analyst	GRADE:	8
POSITION NUMBER:	00500779	EFFECTIVE:	June 19, 2013

Job Summary

The Business Analyst works with a diverse team of other business analysts, systems analysts and business representatives to provide research/analysis services that support ongoing information systems and business process integration. The BA will contribute a specialized knowledge to the team and have the capacity to receive appropriate training, experience and exposure to technology and business requirements for future areas of specialization. Through active relationship building with business unit leaders and stakeholders and informed end-user and system support, the BA ensures quality delivery/implementation of applications and process change, along with appropriate communication and training support for effective and enhanced integration. The incumbent ensures system solutions meet stakeholder needs through ongoing quality management assessment of processes and deliverables.

Key Responsibilities

- Understand, collaborate, liaison and communicate with both internal and external business units to both plan and provide for information systems changes to meet both current and future requirements
- Understand, collaborate, liaison and communicate with business owners, stakeholders and system users as necessary to enhance the adoption and usage of information systems support for operations (e.g. – report definition, application configuration and rules definition, workflow processes, system enhancements/upgrades, etc.)
- In collaboration with each business unit representatives and other analysts, the BA is responsible for researching, investigating and recommending system and business process improvements
- Review and edit business requirements, processes and recommendations to meet user needs and system requirements ensuring necessary level of clarity achieved
- Perform problem diagnosis, detailed analysis and complete investigation of system failures, issues and provide recommendations on corrective actions
- Perform detailed query development and report specifications and/or development to support business requirements and information needs
- Complete detailed system functional specifications for reports, interfaces, conversions, modifications, customizations or extensions

- Maintain an informed understanding of data definitions, data usage within the administrative applications and how to access and retrieve data for inquiry and reporting purposes
- Ensure updates and changes to any application configurations will meet change management and security specifications
- Work with business owners and identified training support staff to oversee business process training. May include updating training materials, supporting or delivering training in various formats to the business unit.
- Provide advice, direction and guidance on information systems support of administrative business functions
- Through consensus building sessions with business owners, supports the decision making process when conflicting requirements or processes are identified
- Provide 3rd level help desk support. Response to service needs occasionally required on-call after normal business hours.
- Assist team with ensuring issues are identified, tracked, reported and resolved in a timely manner
- Provide analytical support in quality reviews of team deliverables, and ensure adherence to standard project and business analysis methodology
- Through ongoing analysis, effectively manages risk, anticipate challenges, investigates issues and make recommendations that may have cross functional impact
- Inform management of any information that may identify challenges to project schedules, missed project deliverables, incomplete tasks or inaccurate results
- Continue to advance technical and business skill competency in relevant area to maximize shareholder value by keeping current on evolving system and business process capabilities

Required Background:

- University degree
- Several years of related experience working with administrative information systems (ideally PeopleSoft), preferably in a university environment
- Knowledge of university administrative processes, Queen's experience preferred
- Knowledge of business analysis discipline (could include applicable training and/or certification
- Specific working experience with and/or formal training with a web based administrative systems and the implementation of new technology solutions
- Consideration will be given to equivalent combination of education and experience

Specialized Skills:

- Excellent written and verbal communication skills
- Demonstrated interpersonal, listening and business relationship skills

- Effective facilitation, leadership and conflict resolution skills
- Investigative, research, analytical and problem solving skills
- Strong analytical, detail oriented and organized approach to work
- Exercise appropriate judgement and manages risks
- Self-motivated, results driven and capable of prioritizing multiple tasks in a collaborative team environment
- Ability to cope with multiple demands, manage competing priorities, and meet deadlines on time
- Initiative to investigate issues and apply formal standards
- Sound business and integration knowledge

Decision Making

- Makes decisions regarding design, set-up and definition, and related aspects within functional area
- Makes decisions based on the results achieved through consensus building sessions, which have a direct impact on how requirements and deliverables are established
- Makes decisions on completeness of all related process tasks aligned with business unit priorities
- Determines type and level of information needed by management to support decision making, or if and when escalation is needed
- When working with business owners, determines most effective method and/or strategy to identify opportunities, present information and gather requirements; conveys potential impact of business decisions on systems and supporting processes
- Finds solutions to unanticipated problems within Support team parameters; determines how problem and recommended solution may affect information systems and/or business processes
- Determines appropriate strategy and content when developing training documents based on audience
- Provides recommendations for business representatives and other analysts

SIGNATURES:

_____	_____
Incumbent	Date
_____	_____
Supervisor	Date
_____	_____
Department Head	Date