QUEEN'S UNIVERSITY GENERAL STAFF AND RESEARCH POSITION SUMMARY

DEPARTMENT:	PeopleSoft Sustainment	**INCUMBENT:**	
POSITION TITLE:	Senior Functional Analyst	**GRADE:**	9
POSITION NUMBER:	00130034	**EFFECTIVE:**	June 19, 2013

Job Summary:

Senior Functional Analyst is a member of the PeopleSoft Sustainment Team and performs high level requirements gathering and other project tasks that require coordination, facilitation and planning related to the definition, development, configuration, testing, training, and implementation in support of the various business units.

The Senior Functional Analyst demonstrates a knowledge-based and inclusive consulting-based approach to the project and/or work team, ensuring tasks and activities adhere to overall strategies and objectives, standards, schedules and guidelines as established.

The incumbent will provide functional support in one of the following areas: Finance, Human Resources or Student.

Key Responsibilities:

- Actively participates as a project and/or work team member ensuring responsibilities as detailed on the approved Work Plan are completed, contributes to project and/or work team meetings and team member development, and partners effectively with internal and external stakeholders
- Leading by example, communicates in a concise, proactive manner with Program/Project Management, stakeholders, team members, designated subject matter experts, ITS and members of the Queen's University community
- Facilitates gathering of business requirements from identified subject matter experts, ensuring key stakeholders are included; identifies conflicting requirements and provides alternatives and recommendations for resolution
- Through consensus building sessions, supports the decision making process when conflicting requirements or processes are identified
- Provides effective leadership and expertise to Functional Analysts in determining work allocation, effectively completing work responsibilities, and involving the participation of subject matter experts (as applicable)
- Reviews and edits business requirements, processes and recommendations to meet user needs and system requirements ensuring necessary level of clarity achieved
- Leads test plan development, implementation and issue tracking
- Assists work team with ensuring issues are identified, tracked, reported and resolved in a timely manner

- Provides leadership and support in regular quality review of team deliverables, and ensures adherence to standard project methodology
- Effectively manages risks, anticipates challenges, investigates, and makes recommendations that may have cross functional impact
- Completes system specifications for reports, interfaces, conversions, modifications, customizations or extensions
- Contributes to the development of training materials and / or participates in training delivery in various formats
- Informs team of any information that may identify challenges to schedules, missed deliverables, incomplete tasks or inaccurate results

Required Background:

- University degree
- 3 – 5 years of experience working with administrative information systems, preferably in a university environment
- Preference will be given to candidates with PeopleSoft-related experience
- Knowledge of university administrative processes; Queen's experience preferred
- Leadership role through previous organizational process improvement
- Experience with and/or training with a formal systems development implementation methodology, and project implementation
- Specific working experience with and/or formal training with a web based administrative system
- Experience with project schedules and project reporting tools/systems
- Consideration will be given to an 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
- Ability to exercise appropriate judgement and manage 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
- Ability to lead and deliver implementation of new technology solutions
- Sound business and integration knowledge

Decision Making:

- Makes decisions regarding design, set-up, definition and building, and related aspects within functional area

- Facilitates decision making process, leveraging all identified participants and stakeholders
- Makes decisions based on the results achieved through consensus building sessions, which have a direct impact on how requirements and deliverables are established
- Sets work expectations and task due dates aligned with project work plan
- Makes decisions on completeness of all related process tasks aligned with project work plan, impacts milestone dates and completion of area deliverables
- Determines type and level of information needed by work team to support decision making, or if and when escalation is needed
- Determines appropriate strategy and content when developing training documents based on audience

SIGNATURES:

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