

IT Application Business Analyst
Duke Kunshan University
Job Description

Position Overview:

The Application Business Analyst couples knowledge of business practices/operations with knowledge of information systems to design, implement, maintain and support Duke Kunshan University applications. Involves in the life-cycle of enterprise software application systems for campus, including, but not limited to One-Card, ERP, HCM, BPM, Asset Management system, etc. The Application Business Analyst works with business team/end users to collect requirements, design, implement, test, deploy, and support the enterprise software applications. Experience with one or more of the above systems is preferred.

Reports to:

Associate Director of IT

Essential Duties:

- Analyzes, modifies, designs and researches information systems and processes.
- Designs, configures, develops, tests, and implements approved applications, including reports, interfaces, and data conversions.
- Provides analysis and advanced support including hardware maintenance, trouble shooting, component replacement and repair, system monitoring and the installation and maintenance of software.
- Ensures security of technology solutions including keeping information security standards compliance and assisting in vulnerability management.
- Participates in planning and providing customer training sessions on system use or revisions.
- Assists in making oral and written presentations to project teams and management.
- Completes moderately complex tasks and portions of larger information system projects with direction.
- Makes oral and written presentations to project teams, management, and other departments.
- Responds to requests to resolve problems and assists users with IT equipment and software, primarily focused on administrative support operations (finance, HR, facilities, operation, security, etc.).
- Seeks expert advice and technical assistance from Duke University technical staff and/or outside

vendors depending on the workflow outlined in service level agreements.

- Applies best practices to the management of the information system life cycle.
- Communicates and coordinates with business decision makers to ensure accurate understanding and acceptance.
- Assists in the evaluation and revision of existing information systems.
- Initiates, writes and evaluates system, operational and department documentation.
- Manages enterprise software systems, including servers, databases and applications to University/DKU standards or works with third-party/contract service providers to ensure University and DKU IT requirements and best practices are met.
- Identifies areas for procedural improvements. Provides detailed specifications describing functions to be automated.
- Ensures required interfaces with other systems are tested and maintained.
- As a member of the DKU IT staff, assists with academic, event/hospitality, and other A/V support when required; monitors the Helpdesk Ticket system frequently and responds within a determined timeframe as outlined in service level agreements; this position requires to provide after-hour support occasionally.
- Performs other related duties as assigned.
- University employees' job responsibilities will continue to expand in scope and depth as the University grows in size and complexity in its programs.

Required Qualifications:

- BA or BS in Computer Science or related field preferred, or an equivalent combination of education and experience.
- At least 6 years of experience working on enterprise application software systems.
- Proven track record of building large scale enterprise application systems, such as ERP, CRM, BPM, HCM.
- Familiar with 3-tier architecture, hands-on experiences in designing, developing, deploying multi-tier application systems.
- Solid knowledge and experiences in relational databases: Oracle, SQL/MySQL, etc.
- Experiences in building on-premise and cloud-based (SaaS) application systems.
- Strong knowledge of enterprise IT architecture and network concepts, security, endpoint management.
- Demonstrated experience working with sensitive and confidential data and systems in a

professional, responsible manner. Showing appropriate understanding of system access levels, access concepts, data security and backup.

- Experiences in designing and developing application systems for higher education (universities) is a plus.
- Proficiency in at least one of following languages/platforms: Java(J2EE), .NET, C++, Python.
- Knowledge in HTML/HTML5, JavaScript, CSS, or Php.
- In-depth knowledge of programming for diverse operating systems and platforms using development tools.
- Excellent customer service and interpersonal communication skills.
- Excellent teamwork skills, a team player while can work independently.
- Great attention to detail and time-management skills.
- Ability to work on multiple parallel projects and prioritize the tasks.
- Self-motivated and goal-oriented.
- Strong analytical and problem-solving skills.
- Excellent English/Chinese communicate skills (verbal and written).
- Able to exercise a high degree of discretion on sensitive or restricted data.