Systems/Business Analyst
Duke Kunshan University
Job Description

Position Overview:
Working within the Student Information Systems (SIS) office, this position will be the lead of one of several functional areas. The position requires an expert understanding one of several software packages supported: Oracle Campus Solutions (PeopleSoft), Technosolutions Slate or Terra Dotta applications. The successful candidate will possess a solid understanding of student processes and higher education procedures, as well as a demonstrated proficiency in process redesign and improvement, especially with new technology. In this capacity, the position carries the basic responsibilities of the Business Analyst with the added focus level described below.

Reports to:
Senior Director, Student Information System and Services

Essential Duties:
The Systems/Business Analyst has responsibility for a specific functional area or system. The position must be able to work independently with office(s), and/or major functional areas within the student information systems. The Systems/Business Analyst is recognized as a technical/functional expert and leader both internally and externally.

- Prepares, coordinates, and participates in user training and education for the specific functional area.
- Promotes the goals originally put forward by the SIS office of administrative efficiency and effective and timely service for all customers and stakeholders of the office.
- Advises central and school offices on how best to use the systems and how to improve their processes and procedures in order to support their activities as efficiently as possible. Includes consulting on issues of effective work processes and personnel structures within these units.
- Anticipates testing needs as new programs and processes are developed in these areas.
- Provides high level troubleshooting for system processes, set-up issues, and new development.
- Ensures that required interfaces with other systems and internal and external organizations are tested and maintained.
- Promotes and directs future systems enhancement and development testing as needed. Provides
appropriate and necessary training and documentation associated with these system enhancements and any resulting process changes.

- Develops requirements specifications according to standard templates, using natural and detailed language.
- Prepares and maintains forms, documentation, and manuals as needed for effective implementation, maintenance, and continued operation of applications.
- Perform other 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:**

- Bachelor’s degree and five years’ experience in functional software support.
- Knowledge of and experience with current software – Oracle (PeopleSoft) Campus Solutions Technosolutions Slate and/or Terra Dotta experience preferred.
- Ability to organize and lead other administrators towards determined goals.
- Excellent verbal and written communication skills.
- English proficiency required; and Mandarin preferred.
- Demonstrated success in developing and coordinating training materials.
- Ability to interact professionally with a diverse group – end users, power users, managers, subject matter experts, developers.