

INFORMATION SYSTEMS TECHNICAL AND BUSINESS ANALYST

Function of Job:

Under general supervision of responsible official, develop and maintain strategic partnership between business needs and technology delivery; serve as liaison between the business unit, technology teams and support teams; provide comprehensive analytical support for technology needs of institutional functional area of expertise, including understanding business operational requirements and translating them to specific software, reporting, and technology requirements; create requirement and functional specifications; test plans and business processes; communicate and collaborate with external and internal customers to analyze information needs and functional requirements.

Characteristic Duties and Responsibilities:

1. Determine technology requirements through interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, cases, scenarios, business analysis, and task and workflow analysis.
2. Consult and collaborate with users to collect, document, and analyze business processes and requirements for functional area of expertise and determine best means of support through the effective use of technology and/or business process design.
3. Collect and document business, functional, and technology needs for information systems, management reporting environment and vendor applications by developing requirement specifications, functional specifications, user cases and user information, and/or other technical documentation.
4. Liaise with technology partners to provide functional area expertise/leadership for upgrades, interfaces, enhancements, and modifications to information systems and vendor applications as required.
5. Make recommendations regarding information systems technology needs, configurations and dependencies, and options; collaborate with users and technical staff to reach departmental objectives.
6. Develop and oversee execution of comprehensive test plans/test cases for changes to existing and new technology solutions.
7. Assist in designing, testing and implementing information systems and/or vendor application improvements and enhancements.
8. Create and maintain reporting system reports to provide data from information system and vendor applications for on-going data and ad hoc reporting requests.
9. Using knowledge of functional area, business processes, and technical expertise, identify, troubleshoot, analyze, and resolve problems, including collaboration with system technology experts, users, and/or application vendors.
10. Train users in software application usages and/or report generation as required.
11. Provide support to functional users with questions and issues related to technology in functional area of expertise.
12. Engage in multiple initiatives simultaneously.
13. Serve as department technology resource by installing and maintaining software and hardware.
14. Participate in institutional professional development and training.
15. Perform other related duties as assigned.

Minimum Acceptable Qualifications:

1. Bachelor's degree in Business, Computer Science, or related area and three years of experience in functional area of expertise, information systems, business and/or related experience.
2. Broad-based information technology experience
3. Strong analytical skills, including a thorough understanding of how to interpret customer business needs and translate them into application and operational requirements. and problem solving skills with the ability to understand complex business systems and processes.
4. Effective oral and written communication skills, including the ability to interact with diverse groups, such as executives, managers, and subject matter experts.

Additional Desirable Qualifications

1. Experience working with software applications specific to functional area.

3/10/11
System Approval

1/17/11
Effective Date

This document is a generic classification specification of the University System of New Hampshire. Its purpose is to describe the representative responsibilities and general level of complexity, and it is not a substitute for the specific job description of the individual position.