

HOWARD UNIVERSITY
Position Description

POSITION TITLE:	Business Analyst	SALARY GRADE:	HU-12
DATE CREATED:	December 1, 2014	EEO CODE:	05
JOB CODE:	2528	FLSA STATUS:	Exempt
BARGAINING UNIT:	N/A		

DEPARTMENT:	POSITION NO:
REPORTS TO:	GRANT: <input type="checkbox"/> No <input type="checkbox"/> Yes

BASIC FUNCTION: The purpose of this position is to develop functional specifications for complex application solutions, analyzes the impacts of vendor provided updates and upgrades to the departmental system. The position works with developers to ensure that technical development projects meet business requirements. The position also provides production support by analyzing, designing, and testing solutions to complex production problems and working with developers to resolve critical production issues. This position typically reports to the Manager or Associate/Assistant Director of the department.

SUPERVISORY ACCOUNTABILITY: Responsible for orienting and training others, and assigning and reviewing their work. May also be responsible for acting in a “lead” or “senior” capacity over other positions performing essentially the same work, or related technical tasks and reporting to a higher level on a formal basis.

NATURE AND SCOPE: Internal contacts generally include administrators, faculty, students and staff. External contacts generally include vendors, consultants, visitors and the general public.

PRINCIPAL ACCOUNTABILITIES:

Collaboratively develop excellent solutions within the department to support Howard University strategic and operational requirements.

Understand core business functions at an in depth level.

Work with designated personnel to select and configure systems.

Establish efficient business processes.

Create high and detail level documents and specifications.

Develop and manage project plans using industry-standard tools and approaches.

Work with designated personnel to develop analytic and operational reports.

Initiate, design, and manage complex projects using industry-standard processes.

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Ensure projects are delivered on time, to meet requirements, and within resource constraints.

Analyze existing and proposed system options. Work with designated personnel to resolve issues and propose solutions.

Manage end-to-end projects and tasks within projects.

Use project management tools to provide predictable results and visibility to designated personnel.

Learn and understand existing business processes.

Determine opportunities for operational improvement and support of strategic goals.

Interpret existing and new policy for use with systems.

Work with software developers to create high-quality specifications to meet needs of the designated personnel.

Diagnose and resolve system problems. Act as liaison between University departments and ISAS staff.

Document business requirements and system configuration approaches.

Use SQL queries and reporting tools to gather and understand information.

Assist users in the development of reports.

Assist in development of QA tests and participate in QA / testing efforts for projects.

Train users in technical aspects of systems and business processes.

Perform other job-related duties as assigned.

CORE COMPETENCIES: Advanced self-management skills for coordinating numerous and simultaneous projects.

Ability to use UNIX and MS SQL Servers, MS Access, and Visual Basic; Windows 95, NT, and 2000, MS Office Suite.

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Ability to evaluate, select, and learn new software and operating systems; ability to identify and resolve problems, including hardware and software problems.

Responsible for accurate and reliable maintenance, documentation, and testing of internal systems.

Participates in broad information systems assignments requiring originality and ingenuity.

Excellent writing, word processing, spreadsheet data management, excellent interpersonal skills for working with internal and external customers.

Ability to communicate effectively orally and in writing with a diverse population. Must be detailed oriented and organized.

Ability to exercise discretion and ensure a high-level of confidentiality.

Ability to establish and maintain effective and harmonious work relations with faculty, staff, residents, students and the general public.

**MINIMUM
REQUIREMENTS:**

Bachelor's degree in computer science, business administration or related field and 3-6 years of experience. 11 years of related work experience may be substituted in lieu of educational qualifications.

Note: This position description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. The university has the right to revise this position description at any time. This position description is not be construed as a contract for employment.

SIGNATURES REQUIRED:

SIGNED BY: _____ **DATE:** _____
Department Manager/Supervisor

CERTIFIED BY: _____ **DATE:** _____
Department of Compensation & Performance Management