Senior Business Process Analyst

Job Code 50022177

General Description
Responsible for providing overall leadership, strategic guidance and integration for the human resource and financial information segments of the Competency Center.

Examples of Duties
Provide overall leadership, strategic direction and integration for the financial and human resources segments of the Competency Center.
Recruit, hire, and train new staff, contractors, and consultants; evaluate staff performance.
Collect and maintain relevant data and metrics on direct report performance.
Collect, forecast and implement training and development needs for team.
Oversee, define and monitor critical path activities and resolve or escalate issues.
Identify, prioritize, and scope new projects and activities.
Provide project management and support.
Anticipate, identify, communicate, resolve and/or escalate problems and issues.
Implement quality improvement activities.
Oversee the 3rd/ 4th level of support (help/ trouble-shooting/ problem resolution).
Respond to customer questions and concerns.
Monitor human and other resource sizing, utilization and future needs.
Monitor and maintain metrics on performance and availability of product or service.
Develop plans for improvement based on relevant data and metrics.
Conduct and communicate lessons learned activity on projects, problems, issues, and activities.
Conduct benchmarking and feedback with vendors, customers, peer universities, etc.
Consult with internal and external user groups.
Facilitate internal focus groups.
Provide consulting services to other entities.
Perform other duties as assigned.

Knowledge, Skills and Abilities
Knowledge of: The SDLC process, enterprise resource management, security and data protection, SAP R/3 enterprise and BW environments,

Skill in: Preparing reports, effective communication, establishing rapport, identifying and resolving issues, prioritizing work, providing customer service, defining project scope, leading project team(s), project management, presentation and communication, project coordination and negotiation skills, problem solving and risk management, leadership, negotiation and interviewing.

Ability to: Understand complex technical materials, perform intermediate math, define and describe customer processes, use reporting capabilities of SAP R/3 Enterprise system, develop and maintain custom reporting, make effective presentations, communicate with customers,

identify immediate and root causes of problems, document processes, multitask, coach and mentor junior members.

<u>Experience and Education</u>
To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge, skills and abilities.

<u>Other Requirements</u>