Business Process Analyst

Job Code 50007596

General Description
Responsible for documenting proposed processes, defining performance metrics and identifying and resolving process gaps.

Examples of Duties
Develop requirements for new business processes.
Configure system functions and maintain system integrity.
Map business processes to SAP modules.
Develop specifications for reporting, interfaces, conversions and enhancements.
Perform functional maintenance.
Monitor and maintain metrics on performance and availability of product or service.
Develop plans for improvement based on metrics.
Collect, store, measure and communicate lessons learned.
Anticipate, identify, communicate, resolve and/or escalate problems and issues.
Implement quality improvement activities.
Provide input to change management and end user training team.
Provide project management.
Perform other duties as assigned.

Knowledge, Skills, and Abilities
Ability to: Understand, interpret and retain complex technical material, compute intermediate math, effectively exchange ideas, procedures and instructions, define and describe complex customer business processes, assume responsibility for major project deliverables, manage personal participation in project, define project deliverables, set clear goals, use the reporting capabilities of SAP R/3 enterprise, make effective presentations, communicate with customers, perform risk analysis, identify multiple options, plan for contingencies, handle multiple assignments, negotiate with vendors.

Skill in: Preparing reports, letters and proposals, working as a team member, analyzing user and staff problems, prioritizing workloads, developing staff, problem solving.

Knowledge of: business processes, database interrelationships, campus network accessible services, university organization.

Experience and Education
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.

Other Requirements