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<tr><td colspan="2" align="center">NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT
JOB DESCRIPTION</td></tr>
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Job Title:	Business Analyst II/[Department]	Range:	58
Date Revised:		Date Approved:	October 12, 2021

PRIMARY PURPOSE

This position is responsible for acting in a lead capacity in the successful management of department system applications and processes, including analyzing business requirements, selecting effective solutions, and coordinating with other technical staff and management to ensure system integrity and efficient and effective operations. Responsibilities include advising management on technology and/or business process solutions, defining project steps and timelines, coordinating, directing, and providing work direction to functional and/or technical staff, setting technical standards, and providing expertise on complex technical problems.

ESSENTIAL FUNCTIONS
Examples of essential functions are interpreted as being descriptive and not restrictive in nature.

1.	Plan, organize, coordinate and direct the operations and activities of the assigned area. Lead the deployment and maintenance of applications that support department areas, ensuring collaboration with administrators and staff; manage and coordinate system and operational improvements, third-party system integrations and business improvements for the department.
2.	Perform complex business and system analyses and administration of current business practices and processes and recommend modifications or new processes to facilitate integration with designated enterprise system modules, including testing and implementation.
3.	Lead other technical staff in the analysis of essential functional requirements; translate user expectations into technical specifications for enhancement and customization of projects; evaluate with functional and/or technical users to reengineer work processes to integrate with and complement system functionalities.
4.	Collaborate closely with a wide variety of administrative and academic departments across the campus community to promote programs which support the department's goals.
5.	Serve as the department and program Subject Matter Expert (SME); collaborate and inform campus Institutional Research staff and applicable District committees; serve as the campus representative at user group conferences as required.
6.	Lead, analyze, and perform the successful development, maintenance, testing and validation of data collection processes (e.g., MIS data) for funding formula calculations, accountability, research, and decision-making purposes, ensuring data quality and integrity for the department/campus.
7.	Provide technical consultation to campus administrators and other internal and external stakeholders of department initiatives and programs for the effective design and implementation of data collection and quality control procedures.
8.	Remain current with developments in hardware and software systems and equipment related to District systems and needs to advise staff and recommend systems changes, updates, and/or new technology as appropriate.
9.	Remain current with developments in legal requirements and regulations related to the department and the required technology.

10.	Serve as committee chair and/or department representative on related assigned committees and workgroups. Attend campus and District planning meetings with technical staff and end-users to facilitate communication between parties concerning their needs and requirements.
11.	Research, recommend, and test new technologies and applications that show a potential benefit to the department; monitor performance of implemented solutions; learn and apply emerging technologies and advances as necessary to perform duties in an efficient, organized, and timely manner.
12.	Responsible for the design and evaluation of the campus data collection procedures; serve in a lead role to provide direction, training, and review of data input by staff into department database or application systems related required reporting (e.g., MIS reporting).
13.	Track and coordinate review of new releases, upgrades and patches related to department applications; review documentation to identify affected modules and processes; identify impacts of changes and assess integration issues; verify compliance of new systems processes with all regulatory requirements; work with technical staff to conduct performance and compliance testing and identify corrections required; work with the Information Services staff to develop solutions for complex problems.
14.	Create and modify technical support documentation for department application software, business processes, report accounting changes, and train campus staff and other end-users on new or existing technology implementations.
15.	Lead projects, establish project milestones and timelines, and provide work direction to functional and/or technical staff; provide coordination of office activities as needed. Including, providing daily work assignments, review of work product, and providing recommendations.
16.	Participate in District/College efforts to increase the diversity of faculty and staff and to address student achievement gaps; active assistance in the creation of a welcoming and inclusive work and educational environment; attend and participate in diversity, equity and inclusion trainings and events.
17.	Perform related duties as assigned.

WORKING RELATIONSHIPS

The Business Analyst II/[Department] maintains frequent contact with the Chancellor's Office of the California Community Colleges, federal agencies, contract programmers, vendors, faculty, administrators, and staff at campus and District departments.

EDUCATION AND EXPERIENCE

Minimum Qualifications

Bachelor's degree from a regionally accredited college/university.

Five (5) years of experience in conducting business process analyses, performing functional and/or technical user support and testing, data reporting and related functions for administrative, business or academic systems.

Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic

backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

Desirable Qualifications

Experience with Enterprise Information Systems.

Knowledge or experience with data, processes, and reporting.

Prior experience in approaching work and interactions with colleagues and/or students in an equity-minded manner. Ability to provide an inclusive and welcoming work/educational environment.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of principles, practices and methods of business process and systems analysis, including business modeling using data and process flow diagrams
Knowledge of system design theory, concepts and principles including data management and administration and development concepts
Knowledge of methodologies for developing program and user documentation and user training materials.
Knowledge of methods and practices for conducting unit and system testing
Knowledge of database design concepts and data management software
Knowledge of systems integration design concepts
Knowledge of project management tools and techniques, including managing project schedules and effective change management and control
Knowledge of District organization, operations, policies and objectives
Knowledge of applicable sections of State Education Code and other applicable laws
Knowledge of correct English usage, grammar, spelling, punctuation, and vocabulary
Knowledge of record keeping procedures
Ability to learn quickly, understand and apply user business processes and requirements needed to consult effectively with managers and users
Ability to perform business process analyses and reach sound, logical conclusions regarding essential user needs and requirements
Ability to facilitate and lead user meetings, negotiate understanding and build consensus agreements
Ability to work effectively and collaboratively in a team environment, either as a team member or team leader
Ability to read, interpret, explain and apply complex technical information on systems processes and interdependencies for technical and non-technical audiences
Ability to make effective use of query tools to design complex reports using reporting tools such as SQL, Argos and Microsoft Access
Ability to prepare clear, concise and comprehensive specifications, reports, studies, documentation, and other written materials
Ability to interpret, apply and explain laws, regulations, policies and procedures
Ability to analyze situations accurately and adopt an effective course of action
Ability to plan, organize and prioritize work
Ability to meet schedules and timelines
Ability to work independently with little direction
Ability to understand and follow oral and written directions
Ability to communicate efficiently both orally and in writing
Ability to establish and maintain effective working relationships with others

SPECIAL REQUIREMENTS

Requires a valid California Driver's License

WORKING CONDITIONS

Office environment: subject to constant interruptions and frequent interaction with others; operation of a computer keyboard, requiring gross and fine manipulation of computers and tools; travel to various locations; sitting or standing for extended periods of time (up to 2-3 hours); read a variety of printed materials and information on a computer screen for extended periods of time; ability to lift, carry and/or move objects weighing up to 10 pounds.