

Job Title

Business Systems Analyst

Job Description:

Under the general direction of the Executive Director of IT, the Business Systems Analyst will plan, design, configure, and manage the IT application systems and services into the CHSU computer network. The analyst will support the CHSU departments and students by determining systemic needs, recommending changes, implementing new software solutions and instructing users about system use and integration. The analyst will provide technical support for data analysis support including data warehousing, business intelligence tools and reporting. The analyst will work with outside vendors to implement and maintain external systems and services and keep abreast of vendor and industry directions. The Business Systems Analyst will manage IT Services projects using best project management practices and participate in projects to improve IT Services processes, procedures, and operations.

Reports to:

Executive Director of IT

Classification:

Full-Time, Non-exempt Staff

Essential Duties:

- Design, configure, integrate, implement, and support software applications and services to meet CHSU business needs and objectives;
- Support effective user interaction with supported application systems and services with training, problem support, and change communication;
- Provide project management for assigned projects in alignment with best practices and CHSU standards;
- Design, build, test, implement and maintain data warehouse, business intelligence, and reporting tools to meet CHSU data-driven decision processes;
- Complete all work in compliance with applicable legal standards including, HIPAA and FERPA, and industry security best practices;
- Implement key initiatives as outlined in the University Information Technology Strategic Plan and IT Project Portfolio;
- Maintain confidentiality of records and information;
- Other duties as assigned;

**Qualifications/
Education:**

Education

- Bachelor's degree from a four-year college or university in Computer Science, Computer Information Systems or a related discipline or equivalent work experience preferred
- Certifications in PMI CAPM/PMP or ACP and ITIL Foundations preferred

Skills & Experience

- Minimum of 5 years of hands-on configuration, implementation, administration, and support of application systems and services preferably in an academic organization;
- Experience in deployment and management of external systems and services including package applications;
- Experience in managing team projects in alignment with best project management practices and CHSU standards;

- Experience in customer support of application systems and services including level 1 support, formal and 1-1 training, and troubleshooting problems;
- Experience in IT solutions selection, procurement, and contract management preferred;
- Experience in deployment and support of database reporting systems including warehouse and business intelligence tools preferred;
- Proven team player that can respond under pressure against aggressive timelines.
- Ability to react effectively to changing priorities;
- Demonstrated excellence in analytical and problem-solving skills.
- Ability to work effectively with minimal supervision;
- Ability to develop and sustain positive partnerships; as well as demonstrating skills to lead others in the team on projects;
- Ability to effectively communicate effectively to various levels of the organization in both written and oral methods

Compensation:

Position offers competitive wage based on experience plus benefits.

To learn more about our team, click [here](#).

Application Instructions

Interested candidates are to electronically submit a letter of interest, a detailed resume and the names, titles, addresses, and telephone numbers of at least (3) professional references who may be contacted. Please send a completed package electronically to careers@chsu.edu and type **BUSINESS SYSTEMS ANALYST** in the subject field of the email.