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Job Title	**Business Analyst (Information Technology Services)**
Job Description:	Under the general direction of the Director of Information Technology Services, the Business Analyst will work within Information Technology Services and serve as the primary point of contact for user-facing, department specific systems. Liaising between various programs, departments, and business units, the Business Analyst will provide technical assistance and guidance in the design, testing, and implementation of new technologies and participate in the development and maintenance of systems, considering workflow optimization and efficiency improvement opportunities. They will proactively research industry developments and maintain competence in current methodologies. The Business Analyst will observe and assist in information technology operations, procedures, and support processes; assisting end-users and improving student, faculty, and staff satisfaction by documenting effective support processes and procedures.
Reports to:	**Director of Information Technology**
Classification:	**Full-Time, Non-Exempt Staff**

Essential Duties:

- Primary point of contact for department-specific systems, liaising between Information Technology Services and stakeholders
- Provides technical assistance and guidance to staff, ensuring effective use of software applications
- Analyzes department needs and collaborates with stakeholders to design, test, and implement new systems and applications
- Assist in documentation of computer, network, office applications, enterprise applications, file services, printer, A/V, classroom incident analysis, troubleshooting, and resolution
- Observe and assist in end-user training. Provide technical training/assistance to computer users and IT staff due to changes in hardware/software components
- Aid in ITS projects assigned in alignment with best practices and CHSU standards

Qualifications/ Education:

Education

- Bachelor's degree in Business Administration, Project Management, Operations Management or equivalent degree

Skills & Experience

- Minimum 5 years' experience with Microsoft Office Suite
- Minimum 2 years of demonstrated project experience

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- Operational knowledge of programming languages; Javascript and python
- Operational understanding of software application usage and optimization
- Ability to learn new technological concepts and communicate those to end users
- Demonstrated skills in time management, data analysis, analytics software (Power BI, Tableau, Julia)
- Ability to identify potential issues and determine best solutions
- Ability to adapt to changing conditions, assignments, and deadlines
- Clear and concise understanding of technical data
- Effective verbal and written communication skills

Compensation:

CHSU offers a competitive benefits and compensation package. Hourly range for this position is $27.88 – $34.61, however, salary is commensurate with experience

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 Analyst** in the subject field of the email.