

UNIVERSITY OF SOUTHERN CALIFORNIA

Business Analyst (ITS)

Job Code: 167731

OT Eligible: No

Comp Approval: 7/9/2019

JOB SUMMARY:

Develops requirements, conceptualizes designs, and recommends business processes in support of core organizational functions for the university. Collaborates with a broad range of business partners and stakeholders, including students, faculty, and staff. Effectively documents future-state processes, tests the effectiveness of developed solutions, and enables the adoption of new business processes through training support. Demonstrates ITS values in action.

JOB ACCOUNTABILITIES:

***E/M/NA % TIME**

- | <u>*E/M/NA</u> | <u>% TIME</u> | |
|----------------|---------------|---|
| _____ | _____ | Develops requirements, conceptualizes designs, and effectively recommends business processes in support of core organizational functions for the university. Communicates and presents recommended improvements and solutions to business processes and decision-making rationale. Delivers engaging experiences that balance customer needs, business goals, and technical realities by working collaboratively across the organization, with fellow analysts and others (e.g., user experience researchers, product managers, designers, developers). Engages with technical teams to profile applications and services, and identify interdependencies or complementary designs. |
| _____ | _____ | Engages in Human Centered Design (HCD) processes and approaches to deliver a broad range of sustainable solutions, and in standard business analysis methodology, outlining problems, opportunities, and solutions. Supports process-improvement efforts within the team and across the organization. |
| _____ | _____ | Build, designs, and delivers solutions that meet customer needs and expectations. Participates in user research to gain understanding of customer and stakeholder pain points, challenges and needs. |
| _____ | _____ | Maintains currency on emerging technologies and approaches, leveraging the latest industry knowledge while contributing to innovation and continuous improvement for the organization. Seek opportunities for innovation and maximizing system functionality by continually developing skills, knowledge, and abilities. |
| _____ | _____ | Works to mitigate risk while owning tasks, resources, and changes. Supports the release management process by anticipating risks. Produces required project analysis documentation (e.g. business requirements, scope matrices, use cases, future state proposals, user acceptance technology [UAT] plans). |
| _____ | _____ | Collaborates with a broad range of business partners and stakeholders, including students, faculty, and staff. Utilizes leading practices to effectively anticipate, analyze, and articulate problems, evaluate and document problem alternatives, manage constraints, and suggest interim and long-term solutions. |

- _____ _____ Aids the cultivation of an inclusive environment and a culture of trust and transparency, sharing information broadly, openly, and deliberately. Builds and maintains collaborative relationships with diverse groups of peers, team members, and leadership. Actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service).
- _____ _____ Collaborates with team members and management, implementing effective solutions to support the Product Strategy and Design department’s vision. Maintains currency with technology, standards, and best practices. Supports process improvement efforts within the team and across the ITS organization.
- _____ _____ Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

***Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.**

EMERGENCY RESPONSE/RECOVERY:

Essential: No

Yes In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:

- Bachelor's degree
- Combined experience/education as substitute for minimum education

Minimum Experience:

2 years

Minimum Field of Expertise:

Proven record of delivering end-to-end, user-centered products, considering stakeholder requirements, user research, market analysis, data, customer feedback, and technical constraints or opportunities. Experience conducting or facilitating requirement-gathering interviews or sessions. Experience utilizing analytics tools to measure results of user-centered products, documenting success, presenting opportunities, and supporting decision-making. Proficiency in Microsoft Office tools and applications, an understanding of Lean and Agile methodologies, and familiarity with computer programming concepts. Experience developing test strategies and plans, using widely accepted test methodologies or frameworks and proven analytical and problem-solving skills. Experience working with functional groups, utilizing time management and prioritization skills to make efficient, logical decisions in a rapidly-changing environment. Excellent written and oral communication skills, with experience presenting technical topics in a business-oriented fashion to non-technical audiences. Proven experience establishing strong working relationships with a wide range of team members and clients, utilizing clear and effective functional documentation skills.

Preferred Education:

Bachelor's degree

Preferred Experience:

4 years

Preferred Field of Expertise:

Bachelor's degree in business administration, computer science, information technology, or relevant field. Experience in IT, business administration, higher education, or related fields.

SIGNATURES:

Employee: _____ **Date:** _____

Supervisor: _____ **Date:** _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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