# A. IDENTIFICATION

<table>
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<th>Position Title: Business Analyst I</th>
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<td>Department: University Advancement</td>
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<td>Position Reports To (Title): Director, Advancement Information Systems</td>
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<td>Date: November 21, 2017</td>
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# B. POSITION SUMMARY

The Business Analyst I provides day-to-day operational support for University Advancement’s Blackbaud Enterprise Constituent Relationship Management (CRM) system. The incumbent conducts research and documents policy and procedure data on a wide range of related processes supporting business areas reporting to the VP Advancement & Alumni Engagement (VPAEE), e.g., Gift Processing, Alumni Relations, Annual Giving, Ceremonies & Events. The Business Analyst I evaluates policy and procedure compatibility between existing and upgraded systems; determines the functional configuration of modules specific to different business areas; conducts and facilitates application testing; identifies report requirements and specifications; researches, recommends, and implements system security protocols; documents business practices; and analyzes requirements and determines appropriate test cases prior to the application of patches and upgrades and implementation of enhancements. The Business Analyst I represents the business needs of the VPAEE and works collaboratively with functional and technical personnel in Enterprise Systems with regard to interfaces to SIMS, HAP and FINS.

# C. DUTIES AND RESPONSIBILITIES

Provides day-to-day operational support for University Advancement’s Blackbaud Enterprise Constituent Relationship Management (CRM) system. Provides ongoing support to system users from a functional perspective by responding to system problems; investigating errors; reviewing configurations; analyzing data; updating configuration tables; and developing specifications for technical personnel to correct problems.

Determines the functional configuration of modules specific to different business areas reporting to the VPAEE, (e.g., Alumni Relations, Annual Giving, and Ceremonies & Events).

Liaises with application vendors and ensures effective coordination around issues.

Researches, collects, interprets, and documents policy & procedure data on a wide range of processing rules by liaising with personnel in and across different business areas reporting to the VPAEE to evaluate the degree of fit between existing and new software applications.

Tests software to ensure compatibility with business process needs.

Researches, develops and assesses changes to business processes to avoid customizations to the software application.

Develops test scenarios, runs test scripts, and analyzes outcomes to assess changes to ensure operation of the system.

Gathers requirements and develops specifications for customizations and standing and ad hoc system reports.

Recommends system security protocol by reviewing current general and specific security roles and/or policies and translating and defining new user/role assignments within the new software system.

Develops reports and monitors data integrity to ensure data is consistent and accurate.

Analyzes requirements and determines appropriate test cases prior to the application of patches and upgrades and the implementation of enhancements.
D. DECISION MAKING

i) Give some typical examples of the most important decisions the incumbent is expected to make in carrying out the duties and responsibilities of the position. To what extent can the incumbent rely on established policies or advice from others in making these decisions?

- Day-to-day operational support for University Advancement’s Blackbaud Enterprise Constituent Relationship Management (CRM) system.
- The functional configuration of modules specific to different business areas reporting to the VP Advancement & Alumni Engagement (VPAEE), e.g., Alumni Relations, Annual Giving, and Ceremonies & Events.
- Researching, collecting, interpreting, and documenting policy and procedure data on a wide range of processing rules.
- The application of patches and upgrades and implementation of enhancements.
- Researching, developing, and assessing changes to business processes to avoid customizations to the software application.
- The design of testing scenarios and scripts and the evaluation of outcomes.

ii) Give some examples of the types of decisions the incumbent would refer to his/her supervisor.

- Controversial issues regarding business practices that cannot be resolved through group consensus.
- Final decisions on security system access rights.
- Final requests for customization.

E. SUPERVISION EXERCISED

Number of continuing employees reporting directly to the position: 0
Total number of continuing employees for whom the position has direct responsibility: 0

F. SUPERVISION RECEIVED

Works under general direction of the Director, Advancement Information Systems and independently prioritizes work to meet goals and objectives.

G. UNUSUAL WORKING CONDITIONS

Required to work some evenings, weekends and extended hours during peak project periods.

H. ENTRANCE QUALIFICATIONS

Undergraduate degree in Computing Science or Business Administration, with four years of related business analysis experience including experience managing constituent record systems and using enterprise level information systems, or an equivalent combination of education, training, and experience.
Excellent knowledge of constituent record systems (e.g., Blackbaud, SunGard).
Excellent knowledge of enterprise level information systems (e.g., PeopleSoft).
Excellent knowledge of business process design and analysis.
Excellent knowledge of software design, database applications for standard business processes, and data analysis.
Good knowledge of SQL query language and report writing tools (e.g., Crystal Reports, Tableau).
Excellent communication skills (oral, written, and presentation).
Ability to develop and conduct training and presentations.
Excellent analytical reasoning and problem-solving skills.
Excellent administrative and organizational skills.
Ability to prepare user and technical documentation for users.
Ability to exercise mature judgment, initiative, and independence in setting and accomplishing goals and in managing priorities and resources.
Ability to work collaboratively in a team environment.
Proficient in the use of standard software applications including Word, Excel, and Access.