A. Identification

Position Title: Business & Policy Analyst
Department: Business & Policy Analysis, Student Success & Strategic Support
Position Reports To (Title): Director, Business & Policy Analysis
Date: February 11, 2016

B. Position Summary

Briefly describe the primary function and purpose of the position in one or two sentences.

The Business & Policy Analyst provides expertise to diverse business areas internal and external to Student Services to support strategic planning, policy development, and business operations. The incumbent works collaboratively with other members of the University community and researches, collects, interprets, and documents policies and procedures related to student service and enterprise student-related systems. The incumbent provides high level data analysis and consultation services; responds to requests for student-related information while ensuring appropriate legal responsibilities are met; and maintains expertise in all aspects of student-related systems operated by Student Services. The Business & Policy Analyst oversees Student Services’ reporting infrastructure; prepares, delivers, and evaluates training on the use of reporting and other software systems; and participates in the improvement of business processes.

C. Duties and Responsibilities

Starting with those you consider the most important, list and describe the main duties and responsibilities of the position. For each item start with an action verb and briefly describe WHAT is done, HOW it is done and WHY it is done. Indicate in the right hand column the percentage of time spent on each particular task.

Business and Policy Analysis (45%)

Researches, collects, interprets, and documents policy and procedure data on a wide range of processing rules by liaising with personnel in and across different departments and divisions of Student Services to ensure accuracy of data and information and to evaluate software applications.

Develops and validates reports and software functionality by gathering requirements, developing specifications, developing solutions, building test scenarios, running test scripts, and analyzing outcomes to support business operations and needs.

Maintains expertise in all aspects of Student Services’ enterprise level software.

Participates in the configuration of modules and/or tables by collecting input and assessing the functional workability of the system and proposed changes.

Tests software to ensure compatibility with business process needs.

Identifies, researches, develops, and assesses opportunities for re-engineering business processes, including to take advantage of the “best practice” designs inherent in software applications, in collaboration with personnel across SFU to improve productivity and service.

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.
Provides ongoing support to system users from a functional perspective by responding to system problems, investigating errors, reviewing configurations, analyzing data, and developing specifications for technical personnel to correct problems.

Data Analytics & Reporting (35%)

Provides high-level quantitative and qualitative information analyses, research, reviews, policy options, recommendations, assessments, reports, and presentations to decision makers in diverse business areas, both internal and external to Student Services, to support their strategic decisions, policy-making, and business operations, working collaboratively with other members of the University community as necessary.

Provides consultation to users on potential uses and means to access data on business operations, historical trends, and future projections, and on resources available for reporting and analysis (e.g., SIMS, internal, and external data sources).

Provides official data reporting to external bodies, as mandated, e.g., semesterly reports to the National College Athletic Association (NCAA) to ensure athlete eligibility.

Researches and develops new tools and applications for the analysis and reporting of data. Using primary software application Tableau, identifies and develops new methods for accessing and analyzing data.

Analytics & Reporting Systems (10%)

Develops and maintains the Business & Policy Analysis data mart to ensure the timely and accurate provisioning of data and information for purposes above and for self-serve reporting to the University community.

Maintains the Tableau Server reporting solution used for self-serve reporting to the University community.

Strategic Enrolment Management Support (5%)

Researches, creates, and validates admissions and enrolment projection models using best practices and a wide variety of information sources in order to meet the University's Senate-approved admissions targets and to provide information and analyses to Undergraduate Admissions and faculty Dean's offices.

Training & Communication (5%)

Prepares, coordinates, delivers, and evaluates training on the use of reporting and other software systems specific to individual user needs, responsibilities regarding use of data, and other related needs, to members of the University community.

Develops, maintains, and assesses communications channels (presentations, emails, websites, etc.) to provide requested reports, information, business process documentation, and policy and process change updates to stakeholders, and ensures the presented information is clearly understood.

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?

Makes decisions regarding:

- Determination of the sources from which to extract data, the most appropriate means of converting data into useful information, and the meaningful presentation of that data to meet the needs of the intended audiences.
- Determination of how to prioritize current projects that vary in project duration, urgency, and importance.
- Determination of the degree of “best fit” between existing practices and new software applications.
- Translation of user requirements for software testing and operations.
- Design of testing scenarios.
Content of discussion group agendas and methods of presentation.

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

Refers decisions regarding:

- Methodologies for the review of very complex problems.
- Providing contact data for students, or when providing data outside established parameters.
- Providing data with potential Freedom of Information and Protection of Privacy Act implications.
- Controversial issues regarding business practices that cannot be resolved through group consensus
- Security system access rights.
- Requests for customization.

E. SUPERVISION EXERCISED

Indicate the number of continuing employees for whom the position is responsible.

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

Describe the extent to which the supervisor determines the day to day work load of the position and assists in the completion of duties. Explain the nature of guidance received and how often work is checked or reviewed.

Works under general supervision and independently prioritizes work to meet project goals and objectives.

G. UNUSUAL WORKING CONDITIONS

May be required to work some evenings, weekends, and extended hours during peak project periods.

H. ENTRANCE QUALIFICATIONS

What combination of experience, training and/or formal education do you believe is the minimum required to perform the duties of this position?

Undergraduate degree in a quantitative science such as Computing Science, Statistics, or a related discipline, or in Business Administration, with three years related experience in data and/or business analysis; or an equivalent combination of education, training, and experience.

- Excellent knowledge of research methodology and data analysis.
- Excellent knowledge of query languages, relational databases, and statistical packages (e.g., SAS, SPSS, and SQL).
- Excellent knowledge of desktop and web-based business intelligence and visual analytics tools (e.g., Tableau, Qlikview, etc.)
- Good knowledge of enterprise level student information systems and student services business functions (e.g., PeopleSoft)
- Good knowledge of data structures and data relationships of systems and specifically the ability to use query tools to quickly obtain accurate and relevant information.
- Good knowledge of manual to automated business process and work-flow redesign.
- Excellent customer service, interpersonal, organizational, facilitation, training, and teamwork skills.
- Excellent communication skills (oral, written, and presentation).
- Excellent analytical reasoning, problem-solving, and conflict-resolution skills.
- Ability to train others.
- Ability to design database and data warehouse applications for standard business processes.
- Ability to set up database systems that support the optimal use of enterprise level reporting tools.
- Ability to research, compile data, conduct analysis, and prepare summary reports and recommendations for use in strategic planning.
- Ability to exercise sound judgment and discretion when responding to requests for data and information.
- Ability to exercise tact and diplomacy and to perform duties in a professional manner.
- Ability to maintain confidentiality.
- Ability to work collaboratively in a team environment.

I. ORGANIZATIONAL RELATIONSHIPS

Indicate in the appropriate blocks the title of the position to which this position reports and the titles of positions reporting directly to it. If more detail is required, add additional blocks.

Director, Business & Policy Analysis

Business & Policy Analyst, grade 10
Temp. Pos. #118671