A. IDENTIFICATION

Position Title: Functional Analyst

Department: Dean’s Office, Faculty of Arts & Social Sciences

Position Reports To (Title): Functional Analyst Lead

Date: December 14, 2017

B. POSITION SUMMARY

Reporting to the Functional Analyst Lead, the Functional Analyst works with the end users in the Faculty of Arts & Social Sciences (FASS) departments and the Teaching, Research & Collaboration System (TRACS) technical team within the Dean’s office by researching, collecting, analyzing and documenting procedural data based on departmental processing requirements. The position is responsible for developing test scenarios, responding to system problems by investigating errors; developing specifications to correct problems; documenting reengineered business practices; and developing and delivering training for users within the Faculty.

C. DUTIES AND RESPONSIBILITIES

Works with ends users in Departments and the technical team within the Dean’s office by researching, collecting, analyzing and documenting procedural data based on departmental processing requirements. Meets with end users to discuss their needs, reports on progress of the website and database development, and reviews all the relevant information to the TRACS technical team.

Develops test scenarios, analyzes outcomes to ensure compatibility with business processes; identifies bugs with thorough documentation and upkeep of records.

Responds to system problems by investigating errors, reviewing configurations, analyzing data and developing specifications to correct problems.

In collaboration with TRACS technical team, participates in the review and revision of business practices. Participates in the compilation of ideas for best practices and presents ideas for review and/or adoption.

Makes recommendations for system modifications and enhancements in cases where there are gaps in system functionality and unalterable business processes exist. Writes functional specifications and works with TRACS technical team to develop and implement changes. Documents and disseminates reengineered business practices by designing and developing communication methods to ensure users are kept informed on the progress of the project and changes.

Summarizes and documents discussion outcomes. Participates in the compilation of ideas for best practice and presents ideas for review and/or adoption.

Compiles and documents the help manual for end users. Documents existing business practices, procedures, policies, and user knowledge and any other information as requested by the TRACS technical team.

Provides ongoing support to system users by organizing and conducting appropriate workshops and training sessions; provides prompt and accurate feedback to users seeking technical assistance over the phone, email or in person.

Provides information analyses, reports, and presentations to decision makers to support their strategic decisions and business operations.

Maintains system integrity of TRACS and other software systems by entering and updating data from various sources, and scanning, uploading and filing paper documents.
Serves as a resource person during stabilization period by liaising with users to investigate errors, reviewing configurations, analyzing data, developing specifications and updating data to resolve functional problems.

Assists with the design and development of FASS TRACS website by compiling information, editing existing web content and assisting in the desktop publishing activities.

Participates in the development of system security protocol by reviewing current security roles and/or policies and defines new user/role assignments within the new system.

Maintains and develops FASS Research Survey Database System by configuring database, importing and updating survey data.

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 on how to translate user requirements to technical specifications.
Makes decisions regarding the design of testing scenarios and scripts and how to evaluate outcomes.
Makes decisions regarding the completion of testing and identification of essential reports.

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, security system access rights and requests for customization or system upgrade.

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 supervision and independently prioritizes work to meet project goals and objectives.

G. UNUSUAL WORKING CONDITIONS

Extended working hours may be required during peak periods associated with deadlines.

H. ENTRANCE QUALIFICATIONS

Bachelor's degree in Business or Computing Science and three years of related experience in functional and/or user acceptance testing, as well as experience working through a number of full lifecycle projects, or an equivalent combination of education, training and experience.

Excellent knowledge of business functions and practices (e.g. records management, academic rules, programming, policies and procedures and reporting, etc.).

Excellent knowledge in the use of relational databases and other tools to operate database management systems (e.g., SQL, PHPMyAdmin, MySQL Workbench, Excel).
Excellent knowledge of manual to automated business process and work-flow redesign.

Good knowledge of software design techniques, including planning and layout.

Good knowledge of data structures and data relationships of systems and the ability to use query tools to quickly obtain accurate and relevant information.

Good knowledge of web technologies (e.g. HTML and CSS.)

Good knowledge of statistical methods and procedures with proficiency in researching and preparing statistical studies and reports.

Excellent customer service, interpersonal, organizational, facilitation, training, and teamwork skills.

Excellent analytical reasoning, problem-solving, and conflict-resolution skills.

Excellent communication (oral, written, and presentation) skills.

Excellent user and technical documentation writing skills.

Ability to quickly grasp complex policies and technical concepts, and to explain them to non-technical users.

Ability to design a web framework and integrate system components.

Ability to work collaboratively in a team environment.

Ability to maintain confidentiality.