#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Business Systems Analyst

**Job Number:** A-437 | VIP: 1725

**Band:** OPSEU-11

**Department:** Student Housing & Residence Life

**Supervisor Title:** Assistant Director, Business Services & Initiatives

**Last Reviewed:**  April 30, 2024

#### **Job Purpose:**

Reporting to the Assistant Director, Business Services & Initiatives, the Business Systems Analyst position operates with a high level of autonomy to lead design thinking activities working with students, end users, and campus partners to implement systems, technology solutions, and/or business process improvements using data-informed practices.

Working with IT and campus partners, this position analyzes, evaluates, recommends, and develops systems for problem resolution, expansion, optimization, or integration. As part of this work, the incumbent will prepare and maintain system documents, operating procedures, information risk and security management protocols, specifications, works plans and records. This position receives and manages confidential, personal, and proprietary information using sound judgment responsible to ensure policy and legislative requirements are achieved.

#### Key Activities:

* Working with process owners, coordinate the development and continuous improvement of business processes and associated process maps.
* Lead the implementation of new systems and modules, including conducting research to justify purchasing of new technology.
* Identify process and systems challenges across the department and recommend solutions to leadership.
* Serve as the institutional systems administrator for the student housing management enterprise software system and the department administrator for department specific systems. Manage system access and security.
* Complete annual updates to all systems and troubleshoot system issues.
* Develop and oversee information risk and security management protocols, and settings, ensuring compliance with legislation.
* Develop and maintain housing IT business continuity and emergency operations plan.
* Conduct audits, penetration tests, simulations to identify and address possible security risks.
* Develop and manage MOUs and service level agreements related to system management.
* Provide training, development, and coaching activities to teammates in areas of expertise.
* Other duties as required.

#### Education Required:

* Honors University Degree (4 year) in Business Administration, Computer Science, or Management Information Systems is required.
* Business Analyst certification is considered an asset.

#### Experience/Qualifications Required:

* Five (5) years of directly related experience. Preference given to candidates with multiple years of experience in a post-secondary housing setting.
* Proven experience in overseeing the design, development and implementation of software and hardware solutions, systems, or products.
* Significant experience implementing and troubleshooting web-based applications.
* Training and experience in website design and server-based programming including HTML, JavaScript, CSS, PHP, and XML.
* A strong understanding of networking technologies and their interaction with web-based applications.
* Extensive practical knowledge in importing data for use in report software, spreadsheets, graphs, and flow charts.
* Demonstrated experience with data collection, report design and application of data analytic tools (Power BI, Pivot tables, dashboards, or other data visualization platforms)
* High proficiency in database/spreadsheet (MS Access/MS Excel) software; knowledge of core software applications, including StarRez and JIRA an asset.
* Excellent data analysis skills, documenting workflows, developing process maps, and the ability to translate data into recommendations and concise reports.
* Proven experience in the operation and analysis of database and systems design/architecture, as well as data retrieval methodologies to achieve user needs.
* Demonstrated project management skills.
* Excellent analytical, mathematical, and creative problem-solving skills.
* Excellent written and oral communication skills with the ability to communicate ideas in both technical and user-friendly language.
* Excellent listening and interpersonal skills.
* Logical and efficient.
* Keen attention to detail.
* Ability to conduct research into systems issues and products as required.
* Highly self-motivated and directed.
* Ability to effectively prioritize and execute tasks in a high-pressure environment.
* Strong student-centric orientation.
* Demonstrated ability to work independently and success in a team oriented, collaborative environment.
* Understanding of Freedom of Information and Protection of Privacy Act and implementation.

#### Supervision:

* No formal supervision of others is required.
* The incumbent will:
  + Act as a consultancy role on matters related to business process design, leveraging systems, and reporting tools, and technology implementation.
  + Develop workplan (i.e., identifying work requirements of the unit and dividing work).
  + Lead project teams or working groups towards a defined objective.
  + Provide direction and instruction as it relates to business systems, data, reporting and database administration.
  + Recommend training and development.
  + Contribute to new skill development, providing guidance and instruction.

**Job Evaluation Factors:**

##### Analytical Reasoning

Analysis is required in examining and evaluating the complex, multi-faceted needs and concerns of the department and user groups by clarifying student, staff and business operating requirements, evaluating established workflow procedures and practices internal and external to the department, and assessing options to determine the most efficient means to meet objectives within the information policies of the organization. Support of these business and systems analysis services requires the ongoing assessment and adaptation of new technologies as they pertain to the evolution of student housing and residence life business units.

##### Decision Making

Position will operate with a high level of autonomy and independence to execute responsibilities and lead related projects to implement continuous improvements demonstrating diversity in types and complexity of decisions. The incumbent will establish the framework and process to execute the business and systems analysis often operating without established practices but within defined policies.

Work independently to facilitate workshops with stakeholders and students living in residence to research, design and implement improvements to the residence application portal and internal processes to meet the needs of students and staff.

Consult with the Housing Leadership Team to gather reporting and data visualization needs. Research appropriate systems and tools to fulfill needs in collaboration with IT and Institutional Research to ensure alignment with institutional products. Analyze system attributes and recommend the appropriate tool. Implement use of the tools including staff training and amendments to current processes and process maps.

##### Impact

Impact on the organization is likely to extend to other departments and also have some effect on and extend to multiple clients and service partners: errors are not easy to identify and correct and would cause interruption and loss of time to colleagues and work groups, not only within the same section, but in other departments, Errors that do undetected may affect recommendations, decisions, or actions, leading to a minor negative impact to the whole organization.

##### Responsibility for the Work of Others

The position is not directly or indirectly responsible for the work of others.

##### Communication

Internal:

On-going communication with Student Housing & Residence Life, Conference Services, TrentU Card, and Student Affairs University Administrators and support staff providing consultation in assessing business systems and report requirements and making recommendations, including persuading stakeholders and supporting the change management process.

External:

Regular contact with third party software vendors and information hosts outside the institution.

##### Motor/ Sensory Skills

Job duties include keyboarding throughout the day; dexterity requires a high level of precision.

##### Effort

Mental: Effort required includes mental demands such as visual attention and sustained concentration, for hours at a time on a weekly basis, to input and/or verify the accuracy and completeness of detailed information contained in reports, spreadsheets, databases, or programming code. The level of effort is increased with frequent interruptions and distractions over which the job has little control. The total effort leads to some fatigue.

Physical: Occasional effort requires the disconnection of computer hardware (CPUs, monitors, other devices) and carrying then from Residence offices (Blackburn Hall, Service Centres, Facilities Office) to IT for servicing. Once service is complete the items are then returned and re-connected.

##### Working Conditions

Physical:

* Keyboarding can result in carpal tunnel syndrome
* Long periods of sitting result in joint stiffness and back strain

Psychological:

* The working conditions include dealing with strict deadlines and little control regarding pace of work that results be required to work outside the normal workday schedule
* Deadline/time pressures during peak periods and transitions associated with the Student Housing & Residence life cycle
* Conflicting work priorities as client priorities often change
* Multiple competing demands from clients