POSITION DESCRIPTION

Department: Student Financial Services
Position Title: Systems Analyst
Job Code: 0420
Time Base: 1.0
Position Number: 00006281
Union / Unit (if applicable): California State University Employees Union (CSUEU) / Unit 9

Position Reports To: Manager Technical Operations
Classification: Information Technology Consultant
Range Code: 2 - Career
Exempt or Non-Exempt: Exempt
Last Update: 10/7/2021

PURPOSE OF POSITION:

They Systems Analyst performs operational processes, analysis, and troubleshooting that supports the Student Financials Services (SFS) department. This role prepares documentation of both business and technical, as well as processes and procedures that are required to properly maintain systems that support SFS. Also, this position develops specifications and requirements for system configuration, testing of new applications, upgrades, or new functionalities, and provides feedback and documentation of results, in addition to performing analyses of system setup and processes, and performs system and end-user testing to ensure accuracy and data integrity. This position also consults with management on complex technical issues, new technologies, campus and department technical initiatives, integrations and performs system training to SFS end-user functions and processes. This position will be service-oriented, building rapport with both internal and external customers.

MAJOR RESPONSIBILITIES: % OF TIME

1. Analysis, testing, and troubleshooting   40%
2. Building and maintaining system structure and processes   30%
3. Documenting procedures, processes, test results, and customer needs   20%
4. Training and SFS end-user support   10%

LIST OF DUTIES FOR EACH MAJOR RESPONSIBILITY:

1. Analysis, testing, and troubleshooting
   a. Analyze system processes and outcomes to ensure accuracy and data integrity
   b. Troubleshoot system issues that impact SFS and customers as necessary
   c. Participate in fit-gap sessions to identify root-cause and develop solutions for customers
   d. Perform testing of new applications and/or changes to existing applications to ensure quality and integrity; provide recommendations
   e. Coordinate testing and deployment of new application releases with Student Financial Services and other campus community partners (ex: Financial Aid, Registration, Admissions)
   f. Fulfill ad-hoc reporting requirements from administrative systems with PS Query and other reporting tools.
   g. Analyze unused or new application functionality and make recommendations to address gaps or process improvement
   h. Collaborate with end-users, analysts, functional area leaders, IITS, and campus community members in resolving production errors
   i. Liaison for external vendors for resolving application errors and new functionality discovery
   j. Perform investigation and resolution of significant system production issues on behalf of management
   k. Analyze, develop, and test system structure changes or modifications
   l. Provide support for end-user testing of SFS processes and functionality
   m. Performs other duties as assigned

2. Building and maintaining system structure and processes
   a. Builds, maintains, and supports various application/system processes that support internal and external customers

b.   Collaborate with SFS technical team throughout development cycle in building, testing, and deploying solutions
c.   Oversee student financials system structure, setup, maintenance, and support for campus community
d.   Provide guidance and oversight in technical implementations that support application
e.   Maintain system structure and setup for application and integrations that serve campus community
f.   Coordinate term setup for application's Student Financials module
g.   Facilitate systems changes/enhancements to existing software that impacts Student Financials module
h.   Support new functionality or processes that occur from patches, upgrades, or new system applications
i.   Performs other duties as assigned

3. **Documenting procedures, processes, test results, and customer needs**
   a.   Defines, develops, and documents system test scenarios and results
   b.   Documents and tracks status of system errors and impacts and provides timely communication and follow-up
   c.   Documents business and technical processes that support SFS
   d.   Builds and maintains technical SOP documents for SFS department
   e.   Facilitates change control
   f.   Monitors and maintains version control for documents utilized for communications or SOPs
   g.   Identifies and documents customer needs for work requests, enhancements, or projects
   h.   Document user requirements and prepare functional and technical specifications
   i.   Prepare testing requirements and document user-acceptance criteria and statuses
   j.   Monitor, track, and update statuses of SFS technical teamwork requests
   k.   Communicate timely updates of projects and work requests to SFS and campus community
   l.   Performs other duties as assigned

4. **Training of SFS end-users and support for campus community**
   a.   Provide systems training support for SFS staff
   b.   Serve as liaison for campus community for Student Financials training and troubleshooting
   c.   Provide timely and relevant change-management communications and training
   d.   Build and maintain relationships with internal and external customers
   e.   Performs other duties as assigned

PROVIDES LEAD DIRECTION OF OTHERS
N/A

REQUIREMENTS OF POSITION:

1. **List certificates, licenses, or education required**
   a.   Equivalent to graduation from a four-year college or university with a major in computer science, information systems, business systems OR related fields, OR similar certified coursework in applicable fields of study. Additional qualifying experience may be substituted for up to two years of the required education on a year for year basis.
   b.   Minimum two years of experience with Oracle database systems
   c.   Minimum two years of experience with PeopleSoft Query or similar

2. **List additional knowledge, skills, and abilities required for this position**
   a.   Excellent customer service skills
   b.   Excellent communication skills both written and verbal to effectively communicate with all levels of management, faculty and staff to maintain and cultivate professional working relationships
   c.   Excellent organizational and time management skills with the ability to meet business and strategic deadlines
   d.   Excellent interpersonal skills to function cooperatively and productively as a member of a team
   e.   Ability to use tact, courtesy, alertness, and good judgment in responding to others
   f.   Ability to establish and maintain effective working relationships with others
   g.   Team player who can assist others as needed and resolve conflict when necessary
   h.   Understanding of student lifecycle processes in PeopleSoft Campus Solutions
   i.   Preferred work experience and knowledge with Student and Finance software applications – preferably PeopleSoft Student Finance
   j.   Preferred work experience and knowledge with university cashiering systems – preferably CASHNet
   k.   Preferred work experience within the postsecondary environment is strongly preferred
   l.   Demonstrated technical experience with various report writing tools and table structures in the various modules to perform complex joins

m. Ability to troubleshoot and maintain web-based applications and databases
n. Ability to consult with professional and technical staff to analyze and develop system specifications
o. Ability to adjust to changes in technology and work environment
p. Ability to learn and document wide variety of business and technical processes
q. Ability to articulate technical issues and solutions to a diverse population of end-users including faculty, staff, and students
r. Ability to understand and document customer business and technical requirements
s. Ability to present material to a variety of audiences
t. Ability to read and write at a level appropriate to the duties of the position
u. Ability to correctly interpret written information and instructions
v. Ability to provide answers to questions accurately and timely
w. Ability to interpret system status reports and messages for problem solving
x. Ability to apply consultative skills to assess user needs and communicate technology systems and solutions
y. Ability to independently identify issues and develop alternative solutions, use sound judgment and discretion in all aspects of position
z. Ability to demonstrate an awareness and appreciation of the cultural diversity of the University community, and establish and maintain cooperative and effective relations with university employees, students and the public
aa. Ability to waive or deviate from established policies and procedures in order to resolve issues, where appropriate
bb. Willingness to learn new applications is essential. The incumbent will be expected to be dedicated to continuous learning and skill upgrading through college classes, certification courses, or other training or self-training.

3. **List machines, tools, equipment, and motor vehicles used in the performance of the duties**
   a. Computer keyboard skills
   b. Computer workstations and laptops

4. **Unique working conditions**
   a. Requires ability to function in a fast-paced, high-volume environment with changing priorities, while making independent, sound decisions and meeting a multitude of deadlines

5. **Other Employment Requirements**
   a. This position is subject to a background check including, but not limited to, employment verification, education verification, reference checks and criminal record checks. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.
   b. Must participate in required campus trainings including, but not limited to, Data Security and FERPA Training and CSU's Gender Equity and Title IX Training.

PURPOSE AND NATURE OF WORK RELATIONSHIPS:

Define working relationships with people on and off campus (other than supervisor or people supervised) with whom this employee interacts on a continuing basis, and how often this interaction occurs.

Campus Community	Systems problem solving	Daily
Operational staff	Discuss and resolve operational issues	Daily
Functional Leads	Systems problem solving and consultation, coordinate testing plans and system outages as required	Daily
IITS	System troubleshooting and technical problem resolution	As needed

PHYSICAL EFFORT:

Check the appropriate box for each of the following items which most accurately describes the extent of the specific activity performed by this employee on a daily basis.

	Number of hours/day N/A	1-2	3-4	5-6	7+
1. Sitting				x	
2. Standing		x			
3. Walking		x			
4. Bending Over		x			
5. Crawling	x				
6. Climbing	x				
7. Reaching overhead		x			
8. Crouching	x				
9. Kneeling	x				
10. Balancing	x				
11. Pushing or pulling	x				

	Number of hours/day N/A	1-2	3-4	5-6	7+
12. Lifting or carrying					
A. 10 lbs or less		x			
B. 11 to 25 lbs	x				
C. 26 to 50 lbs	x				
D. 51 to 75 lbs	x				
E. 76 to 100 lbs	x				
F. Over 100 lbs	x				
13. Repetitive use of hands/arms				x	
14. Repetitive use of legs	x				
15. Eye/hand coordination			x		

	Yes	No
16. Driving cars, trucks, forklifts and other equipment		x
17. Being around scientific equipment and machinery		x
18. Walking on uneven ground		x

MENTAL EFFORT

	Number of hours/day N/A	1-2	3-4	5-6	7+
1. Directing others	x				
2. Writing			x		
3. Using math/calculations				x	
4. Talking		x			
5. Working at various tempos			x		
6. Concentrating amid distractions					x
7. Remembering names			x		
8. Remembering details					x
9. Making decisions					x
10. Working rapidly				x	
11. Examining/ observing details					x
12. Discriminating colors	x				

ENVIRONMENTAL FACTORS

	Number of hours/day N/A	1-2	3-4	5-6	7+
1. Inside					x
2. Outside	x				
3. Humid	x				
4. Hazards	x				
5. High places	x				
6. Hot					
7. Cold	x				
8. Dry	x				
9. Wet	x				
10. Change of temp	x				
11. Dirty	x				
12. Dusty	x				
13. Odors	x				
14. Noisy			x		
15. Working w/others			x		
16. Working around others					x
17. Working alone			x		

SIGNATURES

The last sheet for any staff position description should contain the signature sheet. Signatures will include the incumbent's signature (if applicable) or new employee; the supervisor's signature and all pertinent administrative personnel.

Employee

Print Name: _____

Signature: _____   Date: _____

Appropriate Administrator (MPP)

Print Name: _____

Signature: _____   Date: _____

Dean/Department Head/Director/AVP (optional)

Print Name: _____

Signature: _____   Date: _____