

COMPTON COMMUNITY COLLEGE DISTRICT



BUSINESS APPLICATIONS SUPPORT ANALYST

FLSA: NON-EXEMPT

POSITION DESCRIPTION:

Under the general supervision of the Chief Technology Officer, employee supports Enterprise Resource Planning (ERP) and other business systems; analyzes and defines business processes; performs complex functional configurations, testing, and maintenance tasks according to operational and business needs.

ESSENTIAL DUTIES/FUNCTIONS:

- Defines and documents ERP student systems processes and transactions in support of business processes defined by functional unit process owners.
- Performs complex functional configuration tasks for all business systems and implement fixes, changes, and enhancements.
- Performs all systems integration testing from development to production, troubleshoots configuration and problems after releases or upgrades and other functional configuration changes.
- Interfaces with users to interpret, clarify, and document complex functional configuration details and process change requirements involving ERP systems modules and other business systems.
- Acts as a liaison between departmental end-users and programming staff in the analysis, design, functional configuration, testing, and maintenance of ERP modules and other business systems to ensure optimal system integration and performance.
- Analyzes and evaluates business functions and processes related to academic scheduling, student registration, admissions, course development and management, coursework evaluation, academic advising, grade reporting, and other student and academic systems processing.
- Tracks and documents changes in complex functional and business specifications and writes detailed procedures that can be easily understood by end-users.
- Identifies opportunities for improving business processes in partnership with process owners and management through ERP systems and associated information systems.
- Analyzes the feasibility of and develops requirements for new systems and enhancements to existing systems and ensures that the system design fit the needs of the users.
- Trains users and supports training in the usage of ERP and other business systems functionality.
- Maintains effective and cooperative working relationships with process owners, functional and technical team members, and users.
- Performs related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Student and academic business processes performed in the Enterprise Resource Planning (ERP) systems such as Peoplesoft, Banner, Datatel, etc.
- Fundamentals of systems analysis, functional configuration, and testing
- Methods of developing operational process specifications
- Principles and practices of student systems reporting
- Industry and professional standards for key business systems, procedures, and methods pertinent to assigned area
- Principles of program documentation
- Principles of reporting, screen, and form design
- Principles of organization and management
- Principles of work simplification and modification
- Principles of training

ABILITY TO:

- Able to exercise discretion and independent judgment within scope of delegated authority.
- Able and willingness to work independently, with limited supervision.
- Able to take initiative in providing technical support and high levels of customer service.
- Able to research and resolve technical problems.
- Able to establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

Bachelor's degree in instructional design and technology, education media design, or other related field and at least two years of directly related experience.

WORKING CONDITIONS

Office setting with extensive computer work.

Long periods of sitting and viewing detailed information on a computer monitor. May require work on weekends, holidays, and/or evenings to ensure course delivery, particularly at peak academic periods during the semester.