**Duke University**  
Division of Student Affairs  
Exempt Position Description

**Official Job Title:** Business Systems Analyst  
**Working Job Title:** Business Systems Analyst  
**Job Code/Level/Family:** 1701 / 12 / 28  
**Department:** University Center Activities and Events (UCAE)  
**Supervisor:** Assistant Vice President/Executive Director  
**Position Status:** Exempt, Full-time  
**Supervisory Responsibilities:** None  
**Schedule Note:** Night and weekend work required

**Nature of Responsibilities:** Oversee and serve as data steward for business-critical applications and systems that are essential to the daily functionality and operations of University Center Activities and Events (UCAE) to ensure continuous availability, functionality, security, integrity, user training and documentation. Assist in the design, development, implementation, and maintenance of tools to support work processes. Work closely with administrators, development team members, and end users. Provide necessary data and reports for departmental and university key stakeholders.

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<th>Specific Duties</th>
<th>% of Effort</th>
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<td>Ensure systems are used and data is structured to support the highest level of reporting and strategic planning needs of the organization, while meeting the daily operational needs of the administrative units. Build consensus on shared data elements and reporting needs across schools/departments. Serve as data manager and contribute to division data management working groups in order to maintain consistent data elements and reporting across the division and university.</td>
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<td>Ensure data security and integrity to maintain consistency and accuracy of data collected from or passed to various sources. In partnership with division IT staff, ensure that required interfaces with other systems and internal and external organizations are developed and maintained. Understand and interpret Duke data classification standards to data users.</td>
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<td>Analyze data and prepare reports setting forth progress, trends, and recommendations. Anticipate data and reporting needs as new programs and processes are developed in these areas and effectively communicate recommendations.</td>
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<td>Prepare, analyze, and interpret administrative and financial reports for revenue, volume, occupancy, rate scenarios, and other reports used in monthly variance reports, forecasts, budget preparation, and strategic planning purposes for UCAE and the division.</td>
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<td>Design and deploy templates in the systems for reports and queries on the data. Advise users and administration on how best to use these systems to support their activities. This includes consulting on issues of effective work processes.</td>
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<td>Collaborate with cross-functional project teams on planning, implementation, and testing of databases and system upgrades. Promote and directs future systems enhancements as needed.</td>
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Provide and/or coordinate training on use of software across the areas. Troubleshoot user-reported problems, escalating when necessary to content experts, SAIT staff, Duke Card, or vendor support staff.

Identify areas in the organization where more consistent business process policies need to be put into place. Bring together staff to resolve issues, and agree on policy or workflow. Maintain system documentation.

Perform related duties as assigned or required to meet department, division and university goals and objectives.

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<th>Required Minimum Qualifications:</th>
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<td><strong>Education:</strong> Bachelor's degree in Business, Management Information Science or related area.</td>
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<td><strong>Experience:</strong> At least two years combined business/work analyst, software quality assurance, or user support/training experience, information technology, technology integration, database management, and business application. Three or more years of relevant experience in higher education preferred.</td>
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**Specific Skills and Competencies:**
- Understanding of project coordination including mapping and process workflow
- Expertise in the use and application of data classification and security standards
- Proven financial mindset when analyzing data
- Ability to work as a member of a team; develop and maintain effective working relationships with a wide range of stakeholders
- Excellent planning and organization skills, with proven ability to manage concurrent projects and processes
- Direct experience with any of the following technologies:
  - Venue and event management (Ungerboeck (EBMS))
  - Card Access (Blackboard)
  - Event ticketing and management (Audienceview)
  - Student engagement systems (Campus Labs Engage)
  - Student information systems (PeopleSoft)
  - Financial Management Systems (SAP)
  - Report writing (Crystal Reports, Bb Transact)