Duke University  
Division of Student Affairs  
Position Description

Official Job Title: Business Systems Analyst  
Working Job Title: Data Stewardship and Reporting Manager  
Department: Resource Administration  
Organization: Division of Student Affairs  
Supervisor: Senior Director of Strategic Operations  
Position Status: Full-time, Exempt  
Job Classification: Job Family=28; Job Level=12; Job Code=1701  
Schedule Note: Night and/or weekend work required periodically

Nature of Responsibilities
Provide leadership in proactive systems analysis support for Duke Division of Student Affairs to ensure continuous availability, functionality, security, integrity, user training and documentation. Develop and implement data plans for design, development, implementation, and maintenance of systems to support business processes and assessment needs throughout the division. Develop strong partnerships in all areas of the division and across the University to fully understand business processes, discover needs, translate requirements and develop functional and technical specifications. Manage projects, full cycle, from inception to operational support.

Specific Duties
1. Develop and implement division-level plans to ensure systems are used and data is structured to support the highest level of assessment reporting and strategic planning needs of the organization. Lead the development of system documentation, to include defining shared data elements and common reporting needs across the division. (25%)

2. Develop and maintain collaborative working relationships with Student Affairs units, including convening a working group of Division staff with systems analysis responsibilities on a regular basis, to provide guidelines and oversight related to data collection, storage, retention, and analysis in support of strategic and operational goals. (25%)

3. Serve as liaison between Student Affairs departments and Duke community; develop strong partnerships and nurture a positive relationship with internal and external customers to clearly understand their business processes, objectives, and strategic direction. Convert operational and strategic business objectives into actionable items, delivering solutions that support measurable progress throughout the division. (20%)

4. Ensure data integrity to maintain consistency and accuracy of data collected from or passed to various systems. Ensure that required interfaces with other systems and
internal and external organizations are developed and maintained. (10%)

5. Working closely with the division’s Assessment and Research office, analyze data and prepare reports on progress, trends, and recommendations. Anticipate data and reporting needs as new programs and processes are developed in these areas and effectively communicate recommendations. (10%)

6. Coordinate training in appropriate software across the division. Troubleshoot user-reported problems, escalating when necessary to content or technical support experts, including Student Affairs IT staff, Duke OIT, or vendor support staff. (10%)

7. The above statements describe the general nature and level of work being performed by individuals assigned to this classification. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so classified.

Expected Qualifications
- Bachelor’s degree in relevant field required.
- Minimum 3 years’ experience of progressive experience in successful completion of projects with varying size and complexity, from start-to-finish.
- Preference for experience in higher education administration.

Desired Skills and Competencies
- Understanding of project coordination including mapping and process workflow
- Proven assessment 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

Duke University is an Affirmative Action/Equal Opportunity Employer committed to providing employment opportunity without regard to an individual’s age, color, disability, genetic information, gender, gender expression, gender identity, national origin, race, religion, sexual orientation, or veteran status.