Official Job Title: Business Systems Analyst
Working Job Title: DNA
Job Code/Level/Family: 1701 / 12 / 28
Department: AVP – Health Fees
Supervisor: Associate Vice President and Dean of Students
Position Status: Regular, Exempt, Full-time
Supervisory Responsibilities: None

**Nature of Responsibilities:** Oversee and serve as data manager for business-critical applications and systems that are essential to the daily functionality and operations of the student health and wellness units (Counseling & Psychological Services, DukeReach, DuWell, Student Health) 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. In consultation with assessment staff, provide necessary data and reports for departmental and university key stakeholders.

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<th>Specific Duties</th>
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<td>Ensure systems are used and data 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 Student Affairs 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>With assessment staff, 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 reports and other reports used in strategic planning purposes for the health and wellness units 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, Student Affairs IT staff, DukeCard Office, 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.

Required Minimum Qualifications:

Education: Bachelor’s degree in Business, Management Information Science or related area.
Experience: 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.

Specific Skills and Competencies:

- Understanding of project coordination including mapping and process workflow
- 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:
  - Student information systems (PeopleSoft)
  - Financial Management Systems (SAP)
  - Titanium (Electronic health record for CAPS)
  - Epic (Electronic medical record for Student Health)
  - Point and Click (Electronic medical record for Student Health)
  - Blackboard Transaction System
  - Tableau