University of Rochester
Lead Analyst Programmer
(Functional Title: Business Analyst)
ADVANCEMENT SERVICES
(Pay Grade 55)

GENERAL PURPOSE:

Provide production and project delivery functional business analyst support of information technology initiatives to Advancement and fundraising programs across all University entities. Design, and analyze customer requests for the extremely complex OASIS system. Evaluate and modify written specifications for existing programs in support for all levels of Advancement. Build and maintain relationships with customers to identify and resolve improvement opportunities regarding OASIS. Monitor the activities of programmers when writing computer programs to fulfill system enhancements. Designs quality assurance activities to validate system enhancements are working to meet customer requests. Perform a high level of decision making, communication and action item follow-up on behalf of all of Advancement.

SPECIFIC RESPONSIBILITIES:

Business Analyst - (65%)

- Manage OASIS projects as a Project Manager by ensuring project standards are applied; managing resources in accordance with project schedule; acts as the liaison between the technical team and business units; facilitates the definition and resolution of system requirements and business process issues; removes barriers and keeps the project on time per the approved project plan and schedule; translates business requirements into functional specifications. Provide suggestions to technical staff during the development stage of product to ensure the client's business needs are met. Collaborate with technical staff and subject matter experts to establish the technical vision and analyze tradeoffs between usability and performance needs. (15%)
- Drive business units to face assumptions about how they will successfully execute their plans for system changes or enhancements. (5%)
- Critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish customer requests from the underlying true needs. Interpret customer business needs and translate them into application and operational requirements (5%)
- Provide analysis for system problems and enhancements by reviewing programs, and database tables to determine the root cause. Recommend modifications and/or additions to programs and equipment. (20%)
- Organize meetings and discussions, create policies and procedures for gathering information, analyzing and interpreting data. Determine the optimal way to display the meaningful data to Advancement customers through the use of tools, like Tableau and Crystal Reports. (10%)

- Provide ongoing functional support of Advancement Information Systems operational activities (help desk/troubleshooting, change management, workflow management, data loads) (10%)

Quality Assurance (25%)

- Manage report and application quality improvement/assurance activities by deriving tests and analyzing results to ensure the information is valid. This process includes a comparison of information from the OASIS database tables and the actual application software or report the customer would use. The validation process ensures the information shown is correct. (10%)
- Through discussions and documentation inform the team regarding testing results of fixes and enhancements to the system and reports. (5%)
- Coordinate with groups from the business unit that perform customer acceptance testing. Provide documented necessary test scenarios and scripts. (5%)
- Keeping abreast of new market trends regarding quality assurance for the application and reports. (5%)

Reporting Functional Lead (10%)

- Assist the Senior Director, AIS on planning, strategy, design and implementation of reporting products. (5%)
- Perform testing of Crystal Reports and Tableau visualizations to ensure accuracy and proper development (5%).

Requirements:
College graduation or an equivalent combination of experience and training. Four to five years related work experience including at least three years in administrative capacity in an academic office or project management or equivalent experience in business.

**Excellent communication skills, experience with writing SQL, database design and creating ER diagrams.

Note: This document describes typical duties and responsibilities, and is not intended to limit management from assigning other work as required.