



JOB INFORMATION

<i>Job Code:</i>	167734
<i>Job Title:</i>	Senior Business Analyst (ITS)
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Leads employees performing similar work on a project basis.
<i>Job Family:</i>	IT Business Analysis
<i>Job Family Group:</i>	Information Technology
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Leads planning, design, and conception of functionality for university applications. Owns requirements, conceptualizes designs, and influences future-state business processes in support of core organizational functions for the university. Leads collaborative efforts across a broad range of business partners and stakeholders, including students, faculty, and staff. Effectively documents future-state processes, tests the effectiveness of developed solutions, and enables the adoption of new business processes through training support. Demonstrates ITS values in action.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Bachelor's degree	
	X	Bachelor's degree	Business Administration

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		5 years	
	X	8 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Proven record of delivering end-to-end, user-centered products, considering stakeholder requirements, user research, market analysis, data, customer feedback, and technical constraints or opportunities.
X		Experience leading requirement-gathering interviews or sessions.

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Proven experience utilizing analytics tools to measure results of user-centered products, documenting success, presenting opportunities, and supporting decision-making.
X		Experience developing test strategies and plans, using widely accepted test methodologies or frameworks and proven analytical and problem-solving skills.
X		Proven ability to facilitate collaboration across a broad audience of stakeholders and drive consensus in alignment with university policies, processes, and procedures.
X		Proficiency with Microsoft Office tools and applications.
X		Experience operating with Lean and Agile methodologies, and familiarity with computer programming concepts, including software development lifecycles.
X		Proven time management and prioritization skills to make efficient, logical decisions in a rapidly-changing environment.
X		Excellent written and oral communication skills, with experience presenting technical topics in a business-oriented fashion to non-technical audiences.
X		Proven experience establishing strong working relationships with a wide range of team members and clients, utilizing clear and effective functional documentation skills.
X		Ability to provide strategy and recommendations on design and development methodologies, and leverage lessons learned from past experiences to drive continuous improvement of application and business process solutions.
	X	Experience in IT, business administration, higher education, or related fields.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Leads planning, design, and conception of university applications' functionality. Owns requirements, conceptualizes designs, and influences future-state business processes in support of core organizational functions for the university. Communicates and presents recommended improvements and solutions to business processes and decision-making rationale. Delivers engaging experiences that balance customer needs, business goals, and technical realities by working collaboratively across the organization, with fellow analysts and others (e.g., user experience researchers, product managers, designers, developers).				
Develops Human Centered Design (HCD) processes and approaches to deliver a broad range of sustainable solutions. Engages in standard business analysis methodology, outlining problems, opportunities, and solutions, and identifies process-improvement efforts across the organization.				
Builds and delivers design solutions that meet customer needs and expectations. Leads user research efforts to gain understanding of customer and stakeholder pain points, challenges, and needs.				
Maintains currency on emerging technologies and approaches, leveraging the latest industry knowledge to drive innovation and continuous improvement for the organization. Seek opportunities for innovation and maximizing system functionality by continually developing skills, knowledge, and abilities.				
Delivers high-quality project analysis documentation (e.g. business requirements, scope matrices, use cases, future state proposals, user acceptance technology [UAT] plans). Actively mitigates risk by owning tasks, resources, and changes. Enables the release management process by anticipating risks and providing strategic recommendations for releases.				
Leads collaborative engagement efforts with a broad range of business partners and stakeholders, including students, faculty, and staff, to productively and comprehensively solve issues. Utilizes leading practices to effectively anticipate, prioritize, analyze, and articulate problems, evaluate and document problem alternatives, manage constraints, and suggest interim and long-term solutions.				
Aids the cultivation of an inclusive environment and a culture of trust and transparency, sharing information broadly, openly, and deliberately. Builds and maintains collaborative relationships with diverse groups of peers, team members, and leadership. Actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service).				

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Collaborates with team members and management, implementing effective solutions to support the Product Strategy and Design department’s vision. Maintains currency with technology, standards, and best practices. Supports process improvement efforts within the team and across the ITS organization.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.