



## JOB INFORMATION

Job Code:	167731
Job Title:	Business Analyst (ITS)
FLSA Status:	Exempt
Supervisory:	
Job Family:	IT Business Analysis
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

## JOB SUMMARY

Develops requirements, conceptualizes designs, and recommends business processes in support of core organizational functions for the university. Collaborates with 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

Req	Pref	Degree	Field of Study
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

Req	Pref	Work Experience	Experience Level
X		2 years	
	X	4 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

Req	Pref	Functional Skills
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 conducting or facilitating requirement-gathering interviews or sessions.

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience utilizing analytics tools to measure results of user- centered products, documenting success, presenting opportunities, and supporting decision-making.
X		Proficiency in Microsoft Office tools and applications, an understanding of Lean and Agile methodologies, and familiarity with computer programming concepts.
X		Experience developing test strategies and plans, using widely accepted test methodologies or frameworks and proven analytical and problem-solving skills.
X		Experience working with functional groups, utilizing 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	Experience in IT, business administration, higher education, or related fields.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Develops requirements, conceptualizes designs, and effectively recommends 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). Engages with technical teams to profile applications and services, and identify interdependencies or complementary designs.				
Engages in Human Centered Design (HCD) processes and approaches to deliver a broad range of sustainable solutions, and in standard business analysis methodology, outlining problems, opportunities, and solutions. Supports process-improvement efforts within the team and across the organization.				
Build, designs, and delivers solutions that meet customer needs and expectations. Participates in user research to gain understanding of customer and stakeholder pain points, challenges and needs.				
Maintains currency on emerging technologies and approaches, leveraging the latest industry knowledge while contributing to innovation and continuous improvement for the organization. Seek opportunities for innovation and maximizing system functionality by continually developing skills, knowledge, and abilities.				
Works to mitigate risk while owning tasks, resources, and changes. Supports the release management process by anticipating risks. Produces required project analysis documentation (e.g. business requirements, scope matrices, use cases, future state proposals, user acceptance technology [UAT] plans).				
Collaborates with a broad range of business partners and stakeholders, including students, faculty, and staff. Utilizes leading practices to effectively anticipate, 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).				
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: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<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: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			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.