

JOB DESCRIPTION

BASIC POSITION INFORMATION

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| Job Code: | 4081 | Title: | Functional Analyst I |
| Department: | Enterprise Systems | Essential Personnel: | N |
| Job Family: | Technology Services | Job Sub-Family: | Enterprise Systems |
| FLSA Classification: | NE | Job Grade: | 14 |
| Grade Min: | \$52,981 | Grade Mid: | \$63,578 |
| UHD Succession Plan: | | Criticality of Position: | |
| Career Ladder: | Pre-Defined | Campus Security Authority: | Y |
| Screening Committee: | N | Motor Vehicle Record Check: | N |

JOB SUMMARY

The Functional Analyst I provides application functional support and coordinates technology development needs between the end users and the Information Technology developers.

DUTIES

- Provides user support by resolving problems, responding to questions, and providing training
- Creates and modifies user accounts as requested by users' supervisors
- Assists key users and the application development group with testing and troubleshooting
- Monitors the availability and performance of multiple systems
- Investigates, resolves, and tests systems as necessary, including after upgrades or maintenance
- Compiles, analyzes, and verifies reports as required
- Provides support for IT Enterprise Systems projects by reviewing, coordinating, and communicating with stakeholders, management, and team members about project updates and progress as needed.

MARGINAL DUTIES

- Performs all other duties as assigned

SUPERVISORY RESPONSIBILITIES

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| Direct Reports: | None |
| Delegation of Work: | N/A |
| Supervision Given: | N/A |

QUALIFICATIONS

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| Required Education: | Associate's degree in Information Systems or a related field |
| Required Experience: | Minimum of three (3) years of related job experience |
| License/Certification: | None Required |

PREFERRED QUALIFICATIONS

None

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge:**
- Knowledge of the technology development process; up-to-date knowledge of modern applications and trends.
- Skills:**
- Strong analytical and problem solving skills
 - Excellent interpersonal and communication skills.
- Abilities:**
- Ability to learn new applications
 - Ability to assist users
 - Ability to effectively communicate with a wide range of individuals and constituencies in a diverse community.

WORK LOCATION AND PHYSICAL DEMANDS

- Primary Work Location:**
- Works in an office environment.
- Physical Demands:**
- Work is performed in a typical, comfortable interior work environment which does not subject the employee to any unpleasant elements
 - Individual has discretion in relation to walking, standing etc., and has minimal exposure to physical risks
 - Occasional lifting and carrying of up to 10lbs may be required
 - Precise hand-eye coordination is required

Position Specific Competencies

Title and Definition

Commitment to Excellence - UHD

* Demonstrates a commitment to competently perform his/her job duties and responsibilities within established time frames. * Continuously strives to improve work performance. * Accepts responsibility for his/her commitments to the university. * Contributes to the success of the university by consistently providing quality results in the performance of his/her job duties and responsibilities.

Integrity

* Demonstrates high ethical standards of conduct in the performance of his/her job duties and responsibilities. * Accepts responsibility for his/her actions. * Respects and complies with department and university policies, procedures, and work rules.

Respect and Cooperation

* Treats others with courtesy, respect, and dignity in the workplace. * Promotes cooperation through open and honest communications and consideration of others ideas, thoughts, and opinions.

Proficiency

* Possesses required job skills and knowledge. * Demonstrates the ability to apply those skills and knowledge to competently perform his/her job duties and assignments.

Dependability

* Takes responsibility to accomplish job assignments within reasonable deadlines. * Willing to accept new projects and/or commitments. * Does due diligence to complete projects within specified timeframes and/or fulfill commitments. * Arrives to work on time prepared and ready to contribute.

Flexibility

* Willingly adjusts to changing work assignments or conditions. * Open to changes in operational procedures, technology, and/or organizational structure. * Views changes as opportunities for learning and professional development. * Displays a positive attitude to encourage others. * Promptly responds to changes in work priorities and/or unexpected circumstances or situations.

Focus on Customer Service

* Focuses on customer's needs and expectations. (Customers can be students, external constituents, employees, or university guests.) * Respectfully ascertains customer's needs and determines appropriate response. * Promptly responds by providing requested information, takes appropriate action, or refers customer to appropriate individual or department. * If further actions need to be taken, advises customers of realistic timeframes for a response to their request. * Follows up with customers on outstanding requests in a timely manner. * Tactfully explains to customers why their needs and/or expectations cannot be met if the university does not provide the requested information or services.

Functional Expertise

* Possesses comprehensive knowledge and skills in one or more functional areas. * Effectively applies expertise to identify user issues with existing systems and coordinate resolution with technical staff. * Understands business processes to successfully integrate them with existing and new systems. * Competent to coordinate requests for system modifications with technical staff. * Willing to share expertise and provide functional assistance to others.

Student Success Indirect Support

* Contributes to student success by assisting students with anything that supports their student experience, whether directly or indirectly. * Helps students navigate their way through the different offices, programs, and services at the university and/or connects students with the appropriate party(ies). * Connects students with services or resources that can help them with career exploration, goal selection, and ongoing academic

assistance. * Helps students build peer support networks. * Encourages student participation in out-of-class activities. * Provides encouragement and guidance to foster student success. * Treats students with respect * Maintains the learning environment to ensure quality and/or sound pedagogy.

This job description may not encompass all duties and responsibilities associated with the position.