**Business Analyst**

**Position Details**

Position Information

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| **Department** | Enterpr Prjct Portfolio Mgmt (QFA) |
| **Position Title** | Analyst-IT Systems |
| **Job Title** | Business Analyst |
| **Appointment Type** | Professional Faculty |
| **Job Location** | Corvallis |
| **Benefits Eligible** | Full-Time, benefits eligible |
| **Remote or Hybrid option?** | Yes |
| **Job Summary** | **The Office of the Vice President of Finance and Administration is seeking up to four Business Analysts. These are full-time (1.00 FTE), 12-month, professional faculty positions. These positions are anticipated to last approximately two years with the potential to extend.**  Oregon State University is actively engaged in several strategic initiatives, including projects that support business processes, information technology, and teaching/research activities. The Business Analyst (BA) works as a member of the Enterprise Project Portfolio Management Office and operates within EPPMO guidance and best practices to engage with diverse groups of project stakeholders, subject matter experts, and process users to identify, define, and document business needs to find solutions, make process and technology performance improvements, and plan and manage organizational change. The BA will be able to understand and identify business problems and opportunities, assess the capabilities to carry out change, determine feasible solutions, etc.  EPPMO BA assignments are focused on highly complex, enterprise-wide projects and initiatives for OSU. The BA partners with EPPMO PMs to lead the development and implementation of complex projects to solve problems that may have wide impact, requiring high levels of functional integration and involving multiple disciplines to be managed. The BA may support numerous IT, business, and research/teaching projects simultaneously. In collaboration with the EPPMO PM, the BA is responsible to support designing, planning, implementing, managing, and measuring / tracking success for one or more strategic, complex projects often involving multiple functions, and/or information technologies that serve to enable a variety of business strategies and goals, which can span across the entire University or major portions of it. The strategies and implementations of each project will adhere to EPPMO standards and processes.  This position will play a pivotal role in ensuring understanding of business requirements. The BA will elicit, analyze, specify, and validate the business needs of stakeholders. This includes interviewing stakeholders, facilitating process improvement through the eyes of the customer, and gathering and compiling user requirements to understand where, if and how technology, digitalized processes, and data solutions are needed. The BA will apply proven communication, facilitation, change management, and analytical problem-solving skills to help the unit, or college make informed decisions. This position will also be proactive about working with university leaders and partners to look for innovation, technologies, and processes to help create agility at OSU.  The BA will perform analytical services pertaining to business, technology, data, and research/teaching focused projects with the purpose of developing solutions that may be technical, business/operational, and/or research/teaching-oriented. The BA will serve as a leader of quantitative and qualitative analyses, to include external industry research and will meet and collaborate with teams across the university to gather data/information. This position will work closely with Project Managers, IT partners, and business owners to monitor deliverables and user acceptance (UA) test output and lead internal system quality assurance (QA) testing and user acceptance sign-off processes.  The BA will participate as an active member of the EPPMO team to collaboratively design, and test techniques, tools, processes and templates, ensuring continuous innovation and improvement with a focus on operational excellence. Working within the EPPMO processes, the BA will use data gathered from stakeholder groups, schools, colleges, and departments, and help move the proposed changes through the enterprise change management process.  EPPMO, as a member of the OSU IT community, has a commitment to deliver data as a strategic working asset and to enable data informed decision making across OSU. Leaders and staff will lead by example and use data to inform decision making at all levels in the organization. Persons in technology roles are also expected to design systems with data portability in mind and work within enterprise architecture and privacy guidelines.  EPPMO has a deep commitment to and belief in the strength and value of diversity, equity, and inclusion (DEI) both throughout our team and as an intentional and active practice to advance the vision, mission, and strategic efforts of the entire university. As a member of the EPPMO, the person in this position is expected to foster and promote the values of DEI and demonstrate a commitment to inclusive excellence in their work.  Proactively securing and protecting OSU’s digital assets and information systems is crucial to our missions of teaching and learning, research, and outreach and engagement. All EPPMO and OSU IT professionals have a direct responsibility to provision high quality and secure IT systems and services. Persons in technology roles are expected to be responsive to security related actions and requirements, and to collaborate to find secure ways to support the OSU community |
| **Why OSU?** |
| **Key Responsibilities** | **Business Analysis and Process Design Facilitation (55%)**   * Support Enterprise Project Portfolio Management including but not limited to intake, prioritization, demand and interdependency management, and operational excellence. * Lead the development of concept papers and business cases, including laying out objectives, options, cost benefit analysis, ROI analysis, resource requirements, stakeholders and the business impact of proposed changes. * Conduct workflow analysis, needs assessments, and preliminary cost/benefit analysis to identify and recommend improvements to business processes to improve innovation, digitalization, efficiency, and reduce operational costs and redundancies, or to provide new operational capabilities * Facilitate teams in the design/redesign of business processes through the lens of the customer using journey mapping and other process improvement techniques and practices * Conduct interviews with university stakeholders to assimilate knowledge and understanding of business problems, operational and technology requirements to document business needs, use cases, processes, user stories, and business system requirements. * Develop, maintain, and implement data reports, models, and structures to support business intelligence, and data system integrations. * Develop, organize, complete, and manage requests for proposals (RFP) and requests for information (RFI) with vendors for complex solutions and/or vendor consultations. * Document detailed business requirements developed from analyses. * Translate process and technical specifications/requirements into informative, user-friendly documentation, guides, and end-user navigation aids. * Assist with the interpretation of user requirements into feasible options and communicate these back to the business stakeholders. * Define, develop, and implement quality assurance (QA) practices and procedures, end-user validation plans, and other QA assessments throughout the university. * Work with OSU teams and stakeholders to gather business requirements from users and create functional requirements as necessary to support project requirements and to enhance services. * Analyze current solutions/processes and identify improvement opportunities that increase efficiencies and effectiveness. * Analyze current state, perform gap analysis, identify opportunities and efficiencies, and establish future state to align with business needs. * Analyze and verify requirements for completeness, consistency, comprehensibility, feasibility, and conformity to EPPMO standards. * Define current and future state business models and build strong, working rapport with customers. * Identify and track escalating issues and risks to project stakeholders in a timely manner. * Create process models, specifications, diagrams, and charts to clarify business processes, identify issues, and provide direction to developers and/or the project team. * Communicate changes, enhancements, and modifications of business requirements, verbally or through written documentation, to project managers, sponsors, and other stakeholders so that issues and solutions are understood.   **Quality Assurance/User Acceptance (20%)**   * Translate business requirements into use-cases and testing scenarios. * Track deliverables and system feature sets against original business requirements to ensure project meets business needs and documented success criteria. * Facilitate user acceptance process, roles, and responsibilities. * Document user acceptance plans and results. * Share lessons-learned to continually improve each test cycle. * Assist stakeholders to document and diagnose issues and develop remediation plans.   **External/Internal Collaboration (20%)**   * Communicate with internal stakeholders using data- and process-models to clarify and validate requirements of project: models include, but are not limited to, use-case diagrams, activity diagrams, and data-flow diagrams using tools such as Visio and Miro. * Assist in conducting research on technical and other business or research/teaching related solutions to meet agreed-upon requirements and to support purchasing efforts. * Collaborate with internal and external stakeholders to develop and maintain relationships that support the University and EPPMO. * Work collaboratively with EPPMO, Project Managers, sponsors, and other members of the project team to ensure objectives within each phase of the project are met through the application of business analysis and change management best practices. * Assist users and key stakeholders with understanding various tools and support processes to facilitate acquisition decisions with feasibility/cost-benefit analysis. * Strong ability to establish a vision that others choose to follow. * Ability to remain flexible while continuing to make meaningful progress * Ability to receive and provide critical feedback, recognizing the need for crucial conversations, obtaining and retaining executive support and decisions, and the ability influence project stakeholders and team members to maintain forward progress of projects despite other competing demands.   **Other Duties as Assigned (5%)** |
| **What You Will Need** | * Bachelor’s degree from an accredited college or university. * Three years of business analysis experience, which includes experience in elicitation, analysis and prioritization of business and functional project requirements, workflow analysis, needs assessments, design/redesign of business processes, and/or preliminary cost/benefit analysis. * Ability to translate complex or technical concepts to non-technical stakeholders and non-technical requirements to technical or analyst peers. * Ability to obtain International Institute of Business Analyst (IIBA) business analyst certification within 18 months of hire. * Experience identifying opportunities to improve processes using business analysis and/or user experience research skills. * Ability to exercise independent judgment in making decisions concerning work methods, coordinating, and performing multiple and diversified tasks while working with conflicting priorities and deadlines. * Demonstrated ability to understand business strategy, IT systems, process and people change management interdependencies associated with delivering program and project success. * Strong communication, facilitation, and organizational skills. * Ability to create systematic and consistent requirements specifications in both technical and user-friendly language. * Ability to plan, develop and lead quality assurance (QA) testing, demonstrated by experience with active listening, empathizing, organizing, and synthesizing feedback and information. * Experience working with business process improvement projects * Experience defining complex, large scale, or enterprise-wide change initiatives. * Experience working with stakeholders at various levels in an organization. * Excellent listening, interpersonal, written, and oral communication skills. * A demonstrable commitment to promoting and enhancing diversity, equity, and inclusion practices, especially in ensuring the representation of stakeholders and perspectives in information-gathering work. |
| **What We Would Like You to Have** | * Experience in program or project management * Knowledge of organizational change management practices * Advanced degree from an accredited college or university. * Current business analyst certification. * Lean certification * Training or experience in developing and leading quality assurance (QA) and testing planning, including one of the following: integration testing, functional testing, system testing, stress testing, performance testing, usability testing, acceptance testing. * Demonstrated ability to perform professional work such as research, presentations, and or technical writing. * Demonstrated knowledge of OSU’s core business processes and operations. * Experience with OSU enterprise software applications, including Banner. * Experience working in higher education. * Experience working in a PMO or EPMO * Experience working on IT projects. |
| **Working Conditions / Work Schedule** | * This position usually requires some in-person (hybrid) presence, though a fully remote position with occasional travel may be considered for the right candidate. This position may arrange a flexible work schedule as agreed upon by the employee and supervisor. |

1. \* After reviewing the OSU mission statement at http://leadership.oregonstate.edu/trustees/oregon-state-university-mission-statement mission and the emphasis on diversity, please state how your background and experience has prepared you to be effective in an environment that values diversity.