**ERP Business Systems Analyst Intermediate**

**Job Summary:**

The Enterprise Application Services (EAS) division within Information and Technology Services (ITS) has an immediate opening for an Intermediate Business Systems Analyst (BSA) working on a team to provide support for the University’s fundraising system, document imaging system, and eSignature service. As part of a high performance team, the BSA will have the opportunity to work in a collaborative environment with other BSAs and cross-functional teams to analyze the needs of the user community and determine how best to provide tools to support their everyday business processes. Our systems are used by a wide cross-section of customers, so the BSA filling this position needs to be creative, flexible, and willing to working on multiple tasks with challenging deadlines. The successful candidate will also be passionate about customer service.

**Responsibilities:**

* Provide production support for three enterprise applications/services - DART, Document Imaging, and eSignature. This support includes: consulting with end users regarding their requests for assistance; working closely with the end user, and/or our technical teams, to resolve issues; developing documentation to capture how to efficiently address repeat issues; and tracking problems with our application vendors.
* Interact with stakeholders, customers, and/or users to gather and document requirements for system enhancements. This includes interviewing various parties, documenting as-is and to-be business process flows, analyzing requirements to identify ambiguities and conflicts, and working with stakeholders to resolve these issues. Create use case scenarios and other supporting documentation to assist with defining requirements to our technical development team.
* Facilitate cross-functional team meetings, including informational and/or fact-finding meetings, and collaborate with customers on the resolution of business process issues that arise. Work with campus business partners to review/analyze existing business practices and potentially identify and recommend improved processes.
* Create reusable test plans and execute testing cycles to ensure that the system meets the design specifications.
* Conduct system regression testing when vendor patches and new customizations are deployed, as well as when systems we integrate with have changes applied to them.

The successful candidate is expected to demonstrate the following organizational competencies:

Creative Problem Solving / Strategic Thinking

* Demonstrated ability to effectively troubleshoot and solve problems, using analysis, creative thinking, and input from others to improve processes and develop effective solutions.

Communication

* Demonstrated ability to communicate clearly and effectively, both verbally and in writing.
* Actively listens to all parties, including differing opinions to ensure the audience’s needs are considered.
* Uses appropriate methods of communication for varying types of audiences to achieve desired results.

Flexibility / Adaptability to Change

* Understands and accepts the need for change; constructively voices concerns and proposes alternatives; and fosters changes that are for the advancement of the organization.
* Demonstrated ability to plan, implement, and communicate process and application changes within established and changing deadlines.
* Proactively proposes process improvements, works to diminish resistance to change, and assists in effectively implementing changes to improve the organization.

Quality Service

* Demonstrated ability to establish and maintain effective relationships with internal and external customers in a manner that consistently meets the organization’s expectations for exemplary customer service.
* Demonstrates the ability to see issues from the customer’s perspective, assesses the urgency of requests, and responds accordingly.
* Demonstrated stewardship in understanding and helping others to understand the impact of recommendations to both short-term and long-term needs of the organization.

**Required Qualifications:**

* Bachelors degree in Business, Computer Science, Information Technology or equivalent combination of education and experience.
* Minimum of 2 years of experience in business processing and systems support; to include application systems analysis, design, development, implementation, and quality assurance testing.
* Demonstrated skills in business systems analysis, design, problem solving, and system testing.
* Demonstrated skills in gathering, translating, prioritizing, and documenting system requirements.
* Demonstrated skills in facilitating team meetings and collaborating with customers on the resolution of business process issues.
* Demonstrated skills in understanding and writing and maintaining clear documentation of not only the requirements for a system or business process change, but also the established system solution and/or revised business practice.
* Demonstrated passion for providing good customer service.
* Proficient with current computer technology and applications (e.g., business process mapping software, word processing, spreadsheet, and collaboration applications).
* Demonstrated ability to learn new software, understand technical information, and communicate it to others using clear, concise, and user-friendly language.
* Strong organizational skills and has the ability to successfully complete multiple tasks within established and changing deadlines.

**Desired Qualifications:**

* Demonstrated experience with Agile or other iterative development methodology.
* Demonstrated experience with a fundraising application and/or document content management application.

**Work Schedule:**

* May require on-call availability and may require working during non-business hours and on weekends.

**Physical Demand and Work Environment/Location:**

* Responsible for protecting data and information from unauthorized release or from loss, alteration, or unauthorized deletion; and, following applicable regulations and instructions regarding access to computerized files, release of data, etc. as stated in a computer access agreement which the candidate signs.
* Requires travel to various locations within and around the University’s campus.
* Staff members are expected to work in the office during normal business hours. Punctual, regular, and consistent attendance is required.
* This position involves a normal amount of sitting, average mobility to move around an office environment, and the ability to conduct work at a computer.

**Additional Information:**

Staff members are required to provide and maintain his or her own high-speed residential connectivity services.

**U-M EEO/AA Statement:**

The University of Michigan is an equal opportunity/affirmative action employer.