

PERALTA COMMUNITY COLLEGE DISTRICT - October 2, 2008

CLASSIFIED JOB DESCRIPTION

**RESEARCH AND SYSTEMS TECHNOLOGY ANALYST
(SEIU Local 1021 Salary Range 114)
Job Code: 967**

CLASS PURPOSE

Under direction of the Associate Vice Chancellor of Academic Affairs, the Research and Systems Technology Analyst serves as systems module functional liaison district-wide supporting SA (Student Administration) module(s) specific to institutional and data research as it relates to matriculation; perform professional-level duties in the analysis, evaluation, design, development, testing, implementation, documentation, research, data compilation, and data analysis; provide functional support to end users on the use of applications; and prepare a variety of reports and make recommendations district-wide; act as liaison between the colleges, District, IT Department, and the State with respect to research and data collection. This includes performing a wide range of complex programming, analytical and technical duties related to institutional research.

WORK SCHEDULE

This is normally a full-time position with a work schedule of five days and 40 hours/week. Duties are performed 12 months a year. May be required to work some evenings and Saturdays during peak periods, such as registration, audits, fiscal year end, graduation, etc.

EXAMPLES OF ESSENTIAL DUTIES:

Any one position may not include all of the duties listed nor do listed examples include all tasks which may be found in positions of this class. To perform this job successfully, an individual must be able to perform each essential duty of the position satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions required for the position.

- Perform professional-level duties in the analysis, evaluation, design, development, testing, implementation, documentation, research, data compilation, data analysis, preparation of reports and make recommendations district-wide.
- Perform technical database programming and analysis for matriculation; collects, assembles and performs statistical analyses of data and information related to research projects; develops databases for programs approved by the matriculation committee
- Provides information on college trends and operations, including analyses of student demographic information; gathers statistical student data to be included in various reports pertaining to special populations, student and faculty surveys; downloads and reconfigures information from the District's computer mainframe; analyses data to develop reports.
- Evaluate and recommend priorities for system setup and changes required for the SA
- System. Make recommendations in regard to the impact on current functions, software maintenance and overall feasibility. Help determine whether the requested function could be reasonably done using an existing aspect of the software. Communicate and coordinate with IT

Job Description: Research and Systems Technology Analyst

(Information Technology) and related District and college staff regarding recommended changes and timelines.

- Assist in the maintenance of system setup tables with other functional leaders to ensure new values or inactivations accomplish the desired goal and do not adversely impact other areas. This includes Admissions, Student Records, Student Finance and Campus Community modules.
- Identify, troubleshoot and rectify SA (Student Administration) applications problems, other areas working with IT, other functional areas, and with outside consultants to solve complex procedural, operational and technical problems.
- Work with various users and groups to determine system needs and to coordinate
- application changes across functions. Develop functional specifications and test plans and scripts for testing changes across all impacted areas. Work with functional leads and IT to ensure that proposed processes and related system changes are properly implemented, taking into account possible impacts in various areas.
- Analyze current systems, defines and purposes new or enhanced system functionality; test and maintain updates, patches and fixes; develop and maintain process documentation and procedures.
- Perform a variety of system tasks which assist in student enrollment, faculty assignments, course scheduling and student records.
- Define security profiles for SA system and helps coordinate the administration of user security with IT. Maintain security profiles for assigned department.
- Provide guidance to end users on application use and operating parameters, including assistance in updating and maintaining system data. Work with District to ensure that training materials are maintained and updated, and that regular and ongoing training is available.
- Assist with identification and definition of new reporting requirements; modify and generate ad hoc queries and reports.
- Communicate and coordinate with other SA module leads (Student Finance and Financial Aid) to ensure appropriate integration of processes and modules across Campus Solutions.
- Work with other functional leads on developing processes and procedures to test and validate updates, patches and fixes to the SA system. Tests Peralta modifications to the SA system to ensure they are functioning properly with the updates software.
- Monitor and test the MIS Bolt-on (State reporting software) in the context of updates, patches and fixes.
- Work with end users to help them with problems, changes, training reinforcement regarding the SA system.
- Write ad hoc queries and regularly used queries in production to assist users with data needs and reporting requirements.
- Assist other functional leads with security profiles and access issues.

Job Description: Research and Systems Technology Analyst

- Provide functional and technical expertise in PeopleSoft Student System data and system conversion. Write programs, download data and creates records for any additional conversions from legacy to PeopleSoft that may become necessary.
- Advise BI (Business Intelligence) experts on each step of the implementation. Ensure that the BI system addresses Peralta's requirements. Design, construct and test reports and dashboards for BI users. Assist high level users in the use of the BI tool set used to make reports and dashboards.
- Develop, maintain, input, and address changes to the Data Warehouse underlying the Business Intelligence system. Map data elements from PeopleSoft Production system to the Data Warehouse.
- Extract, transform and load ETL data from the transactional (production) system to Peralta's Data Warehouse.
- Design and implement additional data structures in the Data Warehouse to support subsequent phases of the BI implementation.
- Perform technical database programming and analysis for matriculation.
- Compile data for MIS and IPEDS reporting.
- Work with the colleges Research and Planning Officers on the IPEDS Report.
- Follow up with instructors who have not turned in grads; collect census data.
- Assist management personnel in planning, directing and coordinating operational and/or procedural matters to meet goals and objectives of assigned department; complete various reports and summaries for management and/or users including status reports, progress summaries and problem reports.
- Participate in student administration system project team activities, tasks and meetings.
- Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of information systems.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

1. Two (2) or more years of college-level course work in business computer applications, computer sciences, information systems or related field and three (3) years of increasingly responsible computer applications experience including the use and troubleshooting of large, complex software applications or information systems analysis, and in the collection, analysis, data research, reporting and presentation of data.
2. Knowledge of:
 - Operational characteristics and general functionality of student administration software.
 - Basic database principles and concepts.
 - Methods and techniques of developing and writing technical documentation.

Job Description: Research and Systems Technology Analyst

- Methods and techniques of developing reports.
 - Pertinent Federal, State and local codes, laws and regulations.
 - Personal computer hardware and software components.
 - General processes and procedures related to community colleges.
3. Ability to:
- Perform institutional research, conduct analysis, prepare reports and make recommendations.
 - Provide functional support for the implementation and maintenance of student administration software applications.
 - Respond to and identify user needs and determine resolutions.
 - Detect, isolate and resolve applications problems.
 - Create and generate various reports, charts and other materials.
 - Work effectively with management, faculty and staff.
4. Possess excellent oral and written communication skills.
5. Ability to establish and maintain cooperative working relationships with those contacted in the course of the work.
6. Knowledge of and proficiency in the operation and use of personal computers utilizing word processing, spreadsheets and database management software programs (e.g., MS Office Suite, MS Word, MS Excel, MS Access and MS PowerPoint) and the Internet browser, websites and e-mail.
7. Understanding of, sensitivity to and respect for the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of Peralta Colleges' students, faculty, staff and community.

DESIRABLE QUALIFICATIONS

- Bachelor's Degree from an accredited college or university in computer sciences, management information systems or a closely related field.
- Experience working in a community college.
- Knowledge of applicable federal and state regulations and guidelines, District policies and procedures as it pertains to research data collection.
- Ability to operate the District's management information system.
- Ability to operate a personal computer using Excel, Microsoft Word, WordPerfect, PowerPoint, and other databases, spreadsheet, graphical and statistical software applications; operate modern office equipment.
- Experience with mainframe applications.

Job Description: Research and Systems Technology Analyst

ENVIRONMENTAL DEMANDS

- Occasional work performed alone
- Constant work around and with people

PHYSICAL REQUIREMENTS

- Occasional standing, walking, stooping, kneeling, squatting, and climbing stairs
- Occasional lifting and carrying up to 15 lbs.
- Occasional pushing and pulling up to 20 lbs.
- Occasional twisting of body
- Occasional use of manual dexterity
- Occasional use of tactile acuity
- Occasional use of visual acuity from a distance, with depth, and for color
- Frequent work at a rapid pace
- Frequent reaching, high, low, and level
- Frequent audio acuity at all ranges, including speech
- Frequent visual acuity for reading
- Constant sitting
- Constant use of clear oral communication

TOOLS AND EQUIPMENT USED

- Standard Office Equipment.

Revised: N/A