

## Senior Business Analyst Tufts University

Direct Link: <https://www.AcademicKeys.com/r?job=242356>

Downloaded On: Aug. 10, 2024 11:18am

Posted Jul. 30, 2024, set to expire Dec. 31, 2024

<b>Job Title</b>	Senior Business Analyst
<b>Department</b>	Tufts Technology Services
<b>Institution</b>	Tufts University Medford, Massachusetts
<b>Date Posted</b>	Jul. 30, 2024
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Professional Staff
<b>Academic Field(s)</b>	Information Technology
<b>Job Website</b>	<a href="https://jobs.tufts.edu/jobs/20776?lang=en-us&amp;iis=Job+Board&amp;iisn=AcademicKeys">https://jobs.tufts.edu/jobs/20776?lang=en-us&amp;iis=Job+Board&amp;iisn=AcademicKeys</a>
<b>Apply By Email</b>	
<b>Job Description</b>	

### Overview

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Tufts Technology Services (TTS) is a university-wide service organization committed to delivering adaptable, results driven technology solutions in support of Tufts' mission of teaching, learning, research, innovation, and sustainability. With staff working remotely, hybrid and on campus across Tufts University, as well as a 24x7 IT Service Desk, we collaborate with schools and divisions to meet the demands of a global, mobile, and diverse community. We promote a collaborative, forward-thinking, flexible work environment, embrace diversity and inclusion, and encourage personal and professional development.

Fostering a culture of organizational citizenship and making others successful, demonstrating integrity, ethical conduct and optimism, active contribution and continuous learning enables staff to serve the goals and values of the University and creates a fulfilling and positive work experience for all.

### **What You'll Do**

Reporting to the Manager for Student Admissions and Records, the Senior Business Analyst works with business partners within several business functions to align technology solutions with business strategies. The candidate will demonstrate an informed knowledge of the PeopleSoft Campus Solutions including Student Records, Campus Community, and interface business areas to resolve problems on an ongoing basis. Key responsibilities of this position include supporting several moderately complex business processes, working closely with users to understand their needs, translating those needs into technical and functional requirements documentation, configuring changes as needed, and contributing to quality assurance and training initiatives. The Senior Business Analyst may serve as a project lead on large, complex projects from concept to completion. Will mentor and coach more junior level business analysts.

This is a fully remote position.

### **What We're Looking For**

Business Analysis:

- Serves as a liaison, facilitator, and/or project lead between project sponsors, business stakeholders, and the user community.

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- Facilitates and leads planning sessions to gather, organize, and interpret end-user needs, rules, and processes, and translates them into PeopleSoft Campus Solutions technical and functional requirements.
- Provides factual content to feasibility study for standard development projects and enhancements. Works with project stakeholders to refine deliverables if customer requirements are not feasible with available technology or project funding.
- Conducts and facilitates fit/gap analysis and design sessions as needed.
- Collaborates with technical stakeholders throughout the SDLC to ensure that requirements are well understood and that end-user needs are met.
- Conducts detailed analysis of newly releases bundles delivered by PeopleSoft for new functionality, improved features, and comparison to existing modifications. Develops specifications for additional changes identified, test cases, documentation, training materials, and integration test plans to support new bundles.
- Identifies interdependencies between departments, divisions, systems, and processes.
- Communicates changes requested by one academic unit to other academic units, trying to achieve standardized processes for the university wherever possible.
- Performs data analysis as needed. Evaluates requirements, process and workflows and makes recommendations to stakeholders.
- Promotes an understanding of IT roles, processes, and activities to the business units.
- Analyzes metrics to ensure customer satisfaction.

### Project Management and Facilitation:

- Create and track detailed plans for design, development, testing, and implementation of PeopleSoft application upgrades, bundle retrofitting, and creation of new functionality in the Student Records, Campus Community, and interface areas.
- Estimate effort to support resolution of gap and enhancement requests submitted by customers across student systems.
- Support ranking of competing requirements within a limited resource pool.
- Procures technical assistance to help in problem resolution.
- Provides support and input in the formal reporting of project status.

### Documentation/Training:

- Develop and present documentation for stakeholder sign-off including project plans, specifications, requirements, process flows, and interfaces.
- Document configuration decisions and related business process implications.

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### Quality Assurance:

- Coordinate, oversee and conduct quality assurance process including unit testing, regression testing, integration testing, and user acceptance testing.
- Develop and review test cases in accordance with technical and functional requirements to validate that the solution meets end-user needs.
- Define expected results or performance metrics for all tests.
- Participate in peer reviews and inspections as needed.

### Basic Requirements:

- Skills and experience typically acquired through a Bachelor's degree in related field.
- 6+ years of relevant technical and/or business experience.
- Demonstrated experience with the PeopleSoft Campus Solutions product including experience interfacing with vendor products.
- Demonstrated experience with Oracle Database SQL Query Tools
- Experience creating requirements documentation, business process documentation, data flow diagrams, technical and functional specifications using Microsoft Office Suite and detailed testing plans.
- Excellent oral and written communication skills.
- Strong organizational skills. Demonstrated ability to multi-task, set goals and priorities, and work effectively under pressure from multiple competing deadlines.
- Proven ability to work independently and as a team member.
- Ability to maintain strict confidentiality with sensitive University data.

### Preferred Qualifications:

- Previous work experience in Higher Education.
- Experience with other ERP applications or student information systems.
- Experience with third-party vendors such as TerraDotta and National Student Clearinghouse.
- Job Scheduling familiarity, including the TIDAL product.
- Understanding of business process redesign.



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### **Pay Range**

Minimum \$85,650.00, Midpoint \$107,150.00, Maximum \$128,600.00

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

### **Contact Information**

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

### **Contact**