

Business Systems Analyst (7584U), Berkeley IT - 73470
University of California, Berkeley

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Posted Oct. 7, 2024, set to expire Feb. 3, 2025

Job Title	Business Systems Analyst (7584U), Berkeley IT - 73470
Department	
Institution	University of California, Berkeley Berkeley, California
Date Posted	Oct. 7, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Information Technology
Apply Online Here	https://apptrkr.com/5703896

Apply By Email

Job Description

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About Berkeley

At the University of California, Berkeley, we are committed to creating a community that fosters equity of experience and opportunity, and ensures that students, faculty, and staff of all backgrounds feel safe, welcome and included. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

The University of California, Berkeley, is one of the world's leading institutions of higher education, distinguished by its combination of internationally recognized academic and research excellence; the

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transformative opportunity it provides to a large and diverse student body; its public mission and commitment to equity and social justice; and its roots in the California experience, animated by such values as innovation, questioning the status quo, and respect for the environment and nature. Since its founding in 1868, Berkeley has fueled a perpetual renaissance, generating unparalleled intellectual, economic and social value in California, the United States and the world.

We are looking for equity-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. When you join the team at Berkeley, you can expect to be part of an inclusive, innovative and equity-focused community that approaches higher education as a matter of social justice that requires broad collaboration among faculty, staff, students and community partners. In deciding whether to apply for a position at Berkeley, you are strongly encouraged to consider whether your values align with our [Guiding Values and Principles](#), our [Principles of Community](#), and our [Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and our goal is for everyone on the Berkeley campus to feel supported and equipped to realize their full potential. We actively support this by providing all of our staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. To find out more about how you can grow your career at UC Berkeley, visit grow.berkeley.edu.

Departmental Overview

Berkeley IT believes in and fosters a workplace environment where people can bring their diverse skills, perspectives and experiences toward achieving our goals through a process of critical inquiry, discovery, innovation, while simultaneously committing to making positive contributions towards the betterment of our world.

In addition, members of the Berkeley IT community have created and endorse the following values for our organization to augment and amplify the campus principles:

- We champion diversity.
- We act with integrity.
- We deliver.
- We innovate.

Diversity, Inclusion, and Belonging are more than just suggestions for us. They are the guiding

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principles underlying how we come together, develop leaders at all levels of the organization, and create an environment that unites us. We affirm the dignity of all individuals, call upon our leaders to address critical issues with integrity and intention, respect our differences as well as our commonalities, and strive to uphold a just community free from discrimination and hate.

Team Overview

This position is part of the Student Information System (SIS) within the Campus Applications and Data Unit, which is under the Office of the Chief Information Officer. The role focuses on the Campus Solutions Student Financials and Financial Aid modules, supporting users in the Accounts Receivables and Financial Aid Offices. The Campus Applications and Data Unit provides application development and best practices for both enterprise-level and department-specific software supporting administrative, academic, and public service functions. The SIS organization's goal is to maintain and enhance the recently implemented student systems, including admissions, enrollment, financial aid, student accounts, advising, and the student portal, to better serve the campus community.

Position Summary

The Business Systems Analyst performs both business and technical analysis for the Campus Solutions Student Financials and Financial Aid modules, supporting users in the Accounts Receivables and Financial Aid Offices. This role applies technical expertise to define complex systems scope and objectives while ensuring alignment with business processes and industry standards. Key responsibilities include developing system specifications, creating user interface designs, and performing comprehensive testing (smoke, unit integration, regression, and user acceptance).

The analyst is involved in gathering and analyzing user needs, providing system support, and recommending process improvements. They assist Senior Business Systems Analysts with system maintenance, configuration, production support, and data cleanup, while also handling Tier 2 support requests and escalating issues when necessary. Collaboration is key in this role, as the analyst participates in cross-functional teams, facilitates key meetings, and provides guidance to less-experienced team members.

Application Review Date

The First Review Date for this job is: 10/18/2024.

Responsibilities

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Performs business and technical analysis in the area of Campus Solutions Student Financials and Financial Aid modules and serving users in the Accounts Receivables and Financial Aid Offices:

- Applies technical expertise and business analysis concepts to identify, evaluate and define complex systems scope and objectives with an understanding of applicable business practices, processes, systems and industry standards to meet end-user needs.
- Provides technical expertise in identifying, evaluating and developing complex systems and procedures. Creates complex specifications for systems to meet end-user requirements. Involved in developing complex user interface designs.
- Plans and writes test plans; executes smoke, unit integration, regression, and user acceptance testing.
- Participates in cross-functional teams to address complex business or systems issues.
- Gathers, analyzes, prepares, and summarizes business and user needs (documenting requirements and revising existing system and processes logic issues as necessary) as well as recommendations for approval of business process and documentation.

Performs user and system support in the area of Campus Solutions Student Financials and Financial Aid modules and serving users in the Accounts Receivables and Financial Aid Offices:

- Recommends and implements changes in processes and procedures.
- Supports Senior Business Systems Analysts (BSAs) on Student Financials and Financial Aid system modules as needed, including performing general system maintenance, configuration, production support, and data cleanup tasks.
- Participates in incident/problem management and intake.
- Analyzes, reviews, categorizes, addresses, and provides customer support for Tier 2 requests using the ticketing system, escalating to Senior BSAs as needed.
- Provides user support and training on new applications, as needed.

Collaboration and partnership:

- Facilitates key meetings.
- Attends cross-team meetings as a representative for the BSA team, reporting back or escalating issues as needed.
- Guides and advises less-experienced Business Systems Analysts.

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Values professional development and mentorship:

- Engages in continuous professional development and training.

Required Qualifications

- Demonstrated knowledge of PeopleSoft Campus Solutions, student portal or self-service, and student lifecycle.
- Thorough knowledge of business and process analysis functions.
- Thorough knowledge of related areas of IT.
- Demonstrated thorough knowledge of Google Suite
- Demonstrated self-motivated worker with ability to work independently and as part of a team.
- Able to learn effectively and meet deadlines.
- Demonstrates problem solving skills.
- Demonstrated ability to work with others from diverse backgrounds.
- Broad knowledge relating to software design.
- Thorough knowledge of business processes and procedures.
- Demonstrated testing and test planning skills including writing effective test plans.
- Demonstrated effective communication and interpersonal skills.
- Demonstrated ability to communicate technical information to technical and non-technical personnel at various levels in the organization. Interpersonal and communications skills to work with both technical and non-technical personnel at various levels in the organization.
- Bachelor's degree in related area and/or equivalent experience/training.

Preferred Qualifications

- Demonstrated knowledge of the Student Financials module of Campus Solutions.
- Thorough knowledge of Accounts Receivables business processes and procedures.
- Demonstrated testing and test planning skills.
- Demonstrated knowledge of the Financial Aid module of Campus Solutions.
- Thorough knowledge of IT systems, including JIRA, Google Suite, Slack, and ServiceNow.
- In-depth understanding and skill in process and systems requirement documentation standards, such as Use Case modeling, User Story creations and narrative description.
- Strong skills and knowledge of methodologies associated with analysis of processes and problems, information flow, and architecture.

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Salary & Benefits

This is a 100% full-time (40 hrs a week) exempt career position, which is paid monthly and eligible for UC Benefits.

For information on the comprehensive benefits package offered by the University, please visit the University of California's [Compensation & Benefits](#) website.

Under California law, the University of California, Berkeley is required to provide a reasonable estimate of the compensation range for this role and should not offer a salary outside of the range posted in this job announcement. This range takes into account the wide range of factors that are considered in making compensation decisions including but not limited to experience, skills, knowledge, abilities, education, licensure and certifications, analysis of internal equity, and other business and organizational needs. It is not typical for an individual to be offered a salary at or near the top of the range for a position. Salary offers are determined based on final candidate qualifications and experience.

The budgeted annual salary that the University reasonably expects to pay for this position is \$80,400.00 - \$112,900.00.

How to Apply

- To apply, please submit your resume and cover letter.

Other Information

- This is not a visa opportunity.
- This position is eligible for full remote work.
- This recruitment has 1 opening.

Conviction History Background

This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information

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received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

Equal Employment Opportunity

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status. For more information about your rights as an applicant, please see the

https://apptrkr.com/get_redirect.php?id=5703896&targetURL=U.S. Equal Employment Opportunity Commission poster.

The [University of California's Affirmative action policy](#).

The [University of California's Anti-Discrimination policy](#).

Referral Source info

This job is part of the Employee Referral Program. If a UC Berkeley employee is referring you, please ensure you select the **Referral Source** of "*UCB Employee*". Then enter the employee's **Name** and **Berkeley email** address in the **Specific Referral Source** field. Please enter only one name and email.

To apply, visit

https://careerspub.universityofcalifornia.edu/psc/ucb/EMPLOYEE/HRMS/c/HRS_HRAM_FL.HRS.CG_S

Contact Information

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

Contact

N/A



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