Systems Analyst II

This position is: OPEN

Job Number: 744 Posted: 9/2/2022 Revised: 9/20/2022 Location: St. Davids -- **Posting Type:** Staff

Position Summary

The Systems Analyst II, reporting to the Director of Administrative Computing, serves as a support person for the Student Information System. Cross-training is required; and it is expected that all individuals on the Administrative Computing Team be able to provide reasonable support for the entire portfolio of administrative software at the university.

This position primarily focuses on Student business support, assists all functional areas in their day to day operations, and applies business process and analysis concepts to resolve issues. This individual will play a key role in all system-related customer service initiatives by managing incoming work requests via an internal ticketing system and coordinating ongoing training for end users in the use of the Student Information software and other software technologies, including our campus-wide reporting system.

Responsibilities

Position Responsibilities

The tasks and responsibilities of the System Analyst II include, but are not limited to, these Student business areas:

- Accounts Receivable/Billing
- Financial Aid administration, packaging, leverage analysis, and letter production
- Student Housing
- Registrar/Student Records and transcripts
- Student and Career Development
- Athletics, student eligibility
- Learning Management System, data support
- Faculty data requests
- Admissions, data imports into Student Information System

The System Analyst II responds to user questions by analyzing the problem or task and effecting a solution; designs and implements software enhancements in response to user and office needs. The steps for this process include some or all of the following, depending on the magnitude of the enhancement:

- Meets with end users and office managers to determine the nature of the need and the goals for the enhancement
- Suggests alternate solutions or reengineering of existing processes as appropriate
- Specifies the inputs for the system
- Designs the processing steps
- Formats the output
- Modifies and\or creates new reports and scripts
- Tests and debugs the enhancement
- Makes the enhancement available to users

Special Projects:

- Assists with software upgrades; coordinates end user testing (project management skills, technical competence preferred)
- Assists in maintaining all Student business area reports
- Assists with annual Student business area auditor requests
- Assists with Institutional Effectiveness and other data related needs
- Assists with maintaining internal and community-facing documentation sites

Other Technology related responsibilities:

- Embodies values of caring and compassion, justice and integrity, competence and affirmation.
- Other duties as defined by the Director of Administrative Computing
- Seeks to treat each member of the campus community with fairness, dignity and respect seeking a spirit of unity and harmony as we join together to achieve our common mission.

Qualifications

A Bachelor's degree or equivalent work experience is required. Customer service experience with end user support and training is strongly preferred. Strong problem solving and analytical skills with attention to detail are essential. The ability to think logically and communicate effectively, both in writing and orally, with both technical personnel and other non-technical staff and users is essential. Good interpersonal skills and the ability to work independently or on teams are essential.

Position requirements:

Primarily, this is an office-based position. Evening and weekend work is occasionally required to solve specific problems, perform system maintenance, or to meet specific deadlines. Occasionally, they will need to meet with end users for training, review of projects, or installation of client software.

About Eastern University

Eastern University is a Christian university of the arts and sciences that integrates faith, reason and justice for students in its undergraduate, graduate, Seminary, urban, professional and international programs. **Applicants should have a religious commitment compatible with its mission and be willing to support the mission and vision of the university.** The university complies with federal and state guidelines of nondiscrimination in employment; members of protected classes encouraged to apply.

Background Checks

Standard University employees are required to complete the background clearance process. Employment is contingent upon the successful results of an employment background screening. The employment background screening may include but is not limited to your consumer credit history (for positions that work with the university finances or alumni funds only), verification of education and professional credentials, criminal history, driving history, residency, immigration status, performance, references, and other qualities pertinent to your qualifications for the following position.

Youth Clearances are required for positions with direct contact with children and essential personnel positions. Employees working with or around minor age children are required to complete the youth clearance process which includes the following four child protection clearances:

1)   Affidavit;
2)   FBI Criminal Record Check;
3)   Pennsylvania Department of Human Services Child Abuse History Clearance and;
4)   Pennsylvania State Police Criminal Record Check.

In accordance with state laws, Act 73 of 2007, Act 153 of 2014, Act 168 (relating to the Child Protective Services Law), school employees of Eastern University who will have "direct contact with children" must complete the background check process prior to employment. Results must be submitted within ten days of receipt.

Description Disclaimer

This description is intended to describe the general level and nature of work performed by the person/people assigned to this position. It is not to be construed as an exhaustive list of duties and responsibilities of the person/people so assigned.