

Clark Atlanta University

Job Description

Position Title:	Business Analyst, Enterprise Applications
Department:	Office of Information Technology
Reports To:	Enterprise Applications Manager

The following statements are intended to describe the general nature and level of work to be performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

General Function (Description):

Reporting to the Enterprise Applications Manager within the Office of Information Technology, the Business Analyst is responsible for supporting, maintaining, and enhancing the University's enterprise applications. Working closely with functional departments and Information Technology, this position analyzes business needs, resolves application issues, supports system enhancements and integrations, participates in testing, documents business processes, and provides end-user training and support to ensure technology solutions effectively support institutional operations.

Examples of Duties and Responsibilities:

- Support, maintain, and enhance the University's enterprise applications.
- Analyze and resolve application and business process issues.
- Configure application settings, workflows, and security roles.
- Gather and document business requirements.
- Support system upgrades, testing, and implementations.
- Develop and maintain system documentation and user guides.
- Train and support end users.
- Collaborate with functional departments, technical teams, and vendors.
- Participate in enterprise technology projects and initiatives.
- Ensure compliance with University policies, data governance, and security standards.

Knowledge, Skills and Abilities

- Knowledge of enterprise applications and business systems.
- Understanding of higher education business processes.
- Ability to analyze and resolve application and business process issues.
- Experience documenting business requirements and processes.
- Familiarity with SQL, reporting tools, and data analysis.
- Strong communication, collaboration, and customer service skills.
- Ability to manage multiple priorities in a fast-paced environment.

Minimum Hiring Standards:

Education	Bachelor's degree in Information Systems, Computer Science, Business Administration, or a related field.
Years of Experience Required	Three (3) to five (5) years of experience supporting enterprise applications or business systems.
Years of Management/Supervisor Experience	N/A

Preferred Experience	Experience supporting enterprise applications in a higher education or similarly complex organizational environment.
Certifications (Preferred)	Business Analysis, Project Management, ITIL Foundation, or other relevant professional certifications.
Position Competencies	Analytical Thinking, Problem Solving, Communication, Collaboration, Customer Focus, Accountability, and Continuous Improvement.

Working Conditions:

- Work is performed in a standard office environment.
- Position requires extended periods of sitting and computer use.