Southwest Tech is committed to providing a welcoming environment and a sense of community where all employees can experience success. We empower and inspire all members of the Southwest Tech community to embrace differences, defend human dignity, and respect the richness of values and ideas that each person brings to the college.

POSITION	**Business Analyst – Student Information System (Full-Time, Benefitted)**
APPLY BY	**Position will be open until filled**
HIRE DATE	**To be determined upon accepted offer**

DIVISION	Student Services
REPORTS TO	Director of Enterprise Applications
CLASSIFICATION	Hourly (Non-Exempt)
POSTING DATE	August 7, 2024

SUMMARY

Southwest Tech has been in the process of a multi-year, college-wide Enterprise Resource Planning (ERP) software implementation to deliver a world-class experience to its prospective and current students, staff, faculty, and alumni. The Business Analyst (BA) is a key role for the ERP to ensure that best practice of business process changes in the functional areas are fully understood and supported with the interest of providing improved services to students and creating greater operational efficiency. This position is tasked with prioritizing technical and functional requirements, identifying what clients want, and determining what is feasible to deliver. It requires a deep understanding of systems, how they function, who will need to be involved, and the necessary steps to complete tasks and assignments. The BA will work in close collaboration with the staff and department leads of Student Services (admissions, records, registration, advising), Financial Aid and Student Accounts, and the Information Technology Services - Director of Enterprise Applications.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE

- Serve as the primary subject matter expert and leader for the ERP in the Student Information System to support the module owner.
- Proactive in identifying inefficiencies and researching solutions.
- Process driven/process improvement mindset with logic and good judgment.
- Work closely with our third-party vendor, Anthology, module owners, and internal staff to manage the ticketing process, diagnose issues, and effectively report incidents to Anthology.
- Troubleshoot and analyze applications daily to find patterns and issues in order to modify and improve application systems, ensuring stable and consistent production.
- Research, analyze, and test software updates to determine the impact on existing business processes and ensure these solutions meet business needs and requirements.
- Assist in the creation and implementation of reports and analytics dashboards as required.
- By using ERP tools, configure solutions to improve the automation of business processes.
- Responsible for fostering continuous improvement in both processes and access to data/information.
- Implement computer system requirements by defining and analyzing system problems, designing and testing standards and solutions.
- Define application problems by conferring with clients, evaluating procedures and processes.
- Play a key role across many disciplines including requirements gathering, documentation, analysis, design, and testing.
- Identify end-user training needs, create training plans, develop training materials, and conduct training sessions that drive systems acceptance.
- Manage ERP projects, develop project plans, and monitor performance.

TRAINING AND EXPERIENCE

- Associate degree in information technology or related field required, Bachelor's degree preferred.
- Minimum 3 years' experience as a Business Analyst, previous roles supporting higher education preferred.
- Prior experience with a Student Information System software system preferred.
- The ability to balance multiple projects and issues at the same time and prioritize and communicate with stakeholders.
- Experience with planning and execution of testing efforts including development of test cases, coordination between technical and business resources, and documentation on testing results.
- Experience documenting business and system requirements, processes, and workflows.
- Experience with Anthology Student and Reach modules preferred.

- Ability to learn quickly and work in a fast-paced environment.
- Ability to interact effectively with management, business users, and other team members.
- Ability to multitask, maintain an organized work environment, and be a team player and self-starter.
- Advanced proficiency in business analysis tools, such as Microsoft Excel, and a solid grasp of SQL databases and systems architecture.
- A history of leading and supporting successful projects and following through on commitments.

KNOWLEDGE

- Information Systems
- Competency in Microsoft applications including Word, Excel, Outlook, and Dynamics.
- SSRS
- Database Table Structures
- Microsoft Power BI
- Visio

SKILLS

- Excellent verbal and written communication skills
- Strong interpersonal and presentation skills
- Decision making and problem-solving skills
- Excellent project management skills, such as planning, organization, and time management skills.
- Exceptional analytical and conceptual thinking skills.
- Advanced technical skills
- Excellent documentation skills.
- Self-driven

PHYSICAL REQUIREMENTS STATEMENT

- Southwest Tech is committed to creating an inclusive and accessible workplace. While certain job roles may require physical capabilities, we welcome applicants of all abilities and are committed to providing reasonable accommodations throughout the hiring process and in the workplace.

REMOTE/VIRTUAL WORK OPTION

This position is an on-campus position with some virtual work arrangements as an option that may be discussed. Upon approval of any remote option, the candidate will establish an appropriate work environment with reliable internet service. The successful candidate will be provided with a Southwest Tech laptop and related software.

APPLICATIONS

Internal and External applicants complete and submit the online employment application at **www.swtc.edu/jobs** For questions regarding the application process please email Human Resources at **humanresources@swtc.edu** or **608.822.2314**.

If you need an accommodation, call 608.822.2632 (TDD: 608.822.2072) or email disabilityservices@swtc.edu

PLEASE NOTE: A knowledge test will be administered to determine skill level/ability, ensuring that the applicant is a viable candidate for this position.

SALARY BAND: C42 Hourly - $24.88 - $34.83

BENEFITS/SERVICES

Our comprehensive benefit package includes the following and much more:

- Health Insurance
- Dental Insurance
- Life Insurance
- Long-Term Disability
- Health Savings Account
- Health Club Access
- Wisconsin Retirement System Contribution
- On-campus day care (hourly rate charged)
- College Savings Program
- Additional Voluntary Benefits

SELECTION PROCESS

The Review Committee will screen applicants and contact them for an interview. Meeting the minimum qualifications does not assure the candidate an interview. Final candidate's employment offer may be subject to completion of a criminal background check and pre-employment drug screening.

Southwest Tech does not discriminate on the basis of race, color, national origin, sex, disability, or age in its programs and activities. The Equal Opportunity/Affirmative Action Officer has been designated to handle inquiries regarding non-discrimination policies. Call 800-362-3322, Ext. 2315 (TDD: 608-822-2072) or write Southwest Tech, 1800 Bronson Blvd., Fennimore, WI 53809.