UNIVERSITY OF CALIFORNIA, OFFICE OF THE PRESIDENT
Business Analyst Assistant
$41,600 - $58,200 (Minimum to Midpoint of salary range)
Job Number: 20100338
Close Date: 12-6-10

Job Summary:
Under the supervision of the Senior Business Analyst, this position assists and trains Education Abroad Program students, local and remote staff and faculty on the use of UCEAP proprietary software, including UCEAP's student information system (MyEAP), and web content management system (SharePoint). Understands and explains workflows and processes, responding to customer inquiries and managing each request through to resolution. Tracks customer requests and works with developers, testers and business analysts to ensure each task is completed while meeting customer expectations for quality and timeliness. Identifies and documents problems; draws valid conclusions; develops and communicates effective solutions to appropriate business entities.

Works with various constituencies to gather data for developing automated business processes and to ensuring data consistency. Assists in the collection, consolidation and analysis of business process and data for new system releases; reasons logically and creatively. Communicates technical information and complex business rules and concepts to both technical and non-technical audiences. Provides training on proprietary software applications and related business processes. Documents solutions to common support questions and updates technical and training manuals. Working individually or with end users, provides system testing support as needed. Accurately executes system upgrades test plans, assembles and documents all test results and retests as necessary. Identifies diagnoses and reports functionality and usability issues and recommends solutions. Develop system documentation in compliance with customer standards.

Sets up and manages user accounts and performs other duties as assigned.

This is a critical position and employment is contingent upon successful completion of a background check.

Job Requirements:
Minimum 1 year of experience in a business environment working with: Learning software and helping and training customers and staff on its use; Providing customer service including diagnosing issues quickly, obtaining clarifications as necessary, providing courteous status updates and bringing issues to closure; Communicating tactfully and effectively, both verbally and in writing with customers and staff at all levels; Excel (pivots, filters, data management); Maintaining effective working relationships within a team. Understand and analyze business processes; Work with relational database systems, reporting applications and analyze data; Respond quickly to incoming inquires; Work independently and in consultation with supervisor to resolve complex problems; Refer/deescalate issues appropriately; and Work productively in a fast-paced environment with frequently changing priorities. Coursework in an Information Technology or related field.
Preferred:

Bachelor's degree in related area or equivalent combination of experience/training. T-SQL experience/skills. Understanding of Education Abroad Program's business processes. Study abroad experience.

For a complete job description or to apply for this position, please visit: jobs.ucop.edu/applicants/Central?quickFind=53892

To review a complete list of all of UCOP’s open positions please visit the University of California Office of the President Employment Website: http://jobs.ucop.edu

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