SIERRA COLLEGE

Job Description

JOB TITLE: Business Information Systems Analyst

PAY GRADE: CL 26

LAST REVISED: July 2025

*Job Descriptions/Class Specifications are intended to present a descriptive list of the range of duties performed by employees in the job and are **not** intended to reflect all duties performed within the job.*

Sierra College has a strong commitment to the achievement of equity and inclusion among its faculty, staff, and students and values the rich, diverse backgrounds that make up the campus community. A strong candidate for this position must have the understanding and ability to successfully support individuals with varying backgrounds. This includes persons with disabilities, various gender identities and sexual orientations, as well as individuals from historically underrepresented communities and other groups. Our District is committed to providing strategies for success and proactive student-centered practices and policies focused on eliminating equity gaps to ensure the District provides an inclusive educational and employment environment focused on strategies for success and equitable outcomes for all.

SUMMARY DESCRIPTION

Under general supervision from assigned manager, provides technical and functional support by conducting complex and independent analysis of the information systems that support District processes and initiatives; performs research to identify and resolve system issues; provides technical support overseeing system upgrades and implementations; and provides leadership with data visualization, insights, and recommendations regarding data integrity to support decision making.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Serves as the liaison to end users, Information Technology Services (ITS), and software manufacturers by identifying, resolving, and communicating information systems issues and technical projects; provides direction and support to end users by defining system rules and requirements and report specifications; documents end user requirements and works with ITS to ensure timely implementation or delivery of technical service requests and reports.

2. Serves as the data steward and technical liaison for District software products, including, but not limited to, end user setup, security, and maintenance; ensures and maintains data integrity within the software systems used to support District goals and needs; researches, identifies, documents, and assists in resolving configuration and data integrity issues in the District's Enterprise Resource Planning (ERP) system and other software programs; communicates issues to management and user communities; reviews data and searches for anomalies and potentially fraudulent or duplicate data; provides recommendations to resolve issues to a cross functional group of users; plans process adjustments to minimize or prevent recurrence of data issues and misuse of District resources.

3. Leads implementation of new software products to enhance the student and staff experience and improve the flow of business practices.

4. Retrieves and analyzes data stored in the ERP and other systems and produces reports using database query languages, spreadsheets, data visualization tools, and other reporting tools.

5. ~~Responsible for providing complex and independent analysis with the goal of process improvement for the technical and functional support of the information systems that support ongoing business processes and initiatives of the District.~~

6. Provides process documentation and technical training to staff who use software systems, as needed.

7. Monitors appropriate list-serves and communicates new, relevant information to appropriate staff.

8. Coordinates and participates in software system testing and system-related data refreshes between software systems; evaluates and makes recommendations to implement new or unused system functionality; assists various departments in determining impacts of proposed upgrades or system changes.

9. Researches and identifies administrative systems that expedite and improve the timing and quality of work products and information flow to support research and decisions; designs and applies technical decision support models; works with appropriate staff to identify needs, constraints, and work efficiencies.
10. Supports stakeholder decision-making through analysis informed by data interpretation, data flows, methods, and processes.
11. Perform related duties that support the overall objective of the position.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Concepts, methodologies, analysis, and processes of technical systems that support the District.
- Testing and test planning techniques, including functional, unit, regression, compatibility, and usability testing.
- Software development techniques, procedures, tools, documentation requirements, and the Software Development Life Cycle (SDLC) for implementation of new software and enhancements.
- Data elements, submission timelines, and data integrity rules for regulatory reports required by California or the Department of Education, along with data collection methods used by the District to meet this need.
- Extract, Transform, and Load (ETL) concepts and processes.
- Sierra College and operations of the assigned division/department.
- Relational and/or Oracle database concepts, including logical and physical data layout and report writing tools.
- Principles and practices of business process analysis, technical writing, project management, administrative report preparation, and technical data analysis.
- Federal, state, and local laws, codes, and regulations regarding support of District technology systems, networks, and software, including, but not limited to, the Family Educational Rights and Privacy Act (FERPA) and the Americans with Disabilities Act (ADA).
- Moderate to complex mathematical concepts.
- Moderate to complex research methods and techniques.
- English usage, grammar, spelling, punctuation, and vocabulary, including proofreading and formatting techniques.

Ability to:

- Perform technical and operational duties to support District information systems and software, including analysis, design, configuration, maintenance, troubleshooting, and operation.
- Facilitate conversations between stakeholders to understand data and systems requirements.
- Design and apply algorithms, statistics, simulations, and technical models to solve multi-variable problems.
- Write test plans for new development and regression testing for vendor releases and upgrades for large and small stakeholder groups.
- Evaluate data integrity using query tools, spreadsheets, and evaluative methods.
- Extract data from information systems using various report writing and query tools such as SQL.
- Create reports and data visualizations using tools such as Power BI to support decision-making.
- Follow established analytical techniques and data analysis processes.
- Apply, interpret, and draw conclusions using advanced technical and statistical concepts.
- Disseminate information through written reports and multimedia presentations to District staff, vendors, and stakeholders with diverse backgrounds and varying levels of technical knowledge and skills.
- Use sound judgment in recognizing scope of authority.
- Adapt to changing technologies and learn functionality of new equipment and systems.

- Plan and organize work to meet schedules and changing deadlines.
- Maintain a high level of attention to detail.
- Perform basic record keeping functions.
- Utilize office procedures, methods, and equipment, including computers, technology, and applicable software applications sufficiently to perform the duties of the classification.
- Maintain confidentiality of information.
- Perform arithmetic calculations of average to above-average difficulty.
- Follow oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Provide onboarding support, general work training, guidance, supervision assistance, and direct activities of students or temporary employees.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Coordinate with staff and others to minimize delays or interruptions to District activities.
- Work independently and collaboratively.
- Apply District policies and procedures.

EDUCATION AND EXPERIENCE GUIDELINES

Any combination of education and experience that demonstrates the required above knowledge and abilities is qualifying. Examples of ways to obtain the above knowledge and abilities could include, but are not limited to, the following:

Education/Training

- Two years of college with major course work in computer science, engineering, management information systems, statistics, or any related field.
- Applicable industry certifications may substitute for some education.

Experience

- Four years of increasingly responsible experience in supporting an Enterprise Resource Planning (ERP) system or comparable experience.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination, including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.

Board Approved: July 15, 2025