



University Advancement, 900 University Avenue, 1156 Hinderaker Hall, Riverside, CA 92521

General Information

Job Description	Business Systems Analyst Manager 1	Working Title	Director of Constituent Management and Technologies
Job Code	000656	Grade	26
Department Name	Advancement Services - D01282	Department Head	Kim McDade
Supervisor	Kim McDade	Effective Date	

Position(s) Directly Supervised

Job Code	Title	FTE
007304	System Admin 3	1.0
000652	Applications Programmer 4	1.0
004959	Business Intel Specialist 3	1.0
007176	Database Admin 2	1.0
007177	Database Admin 3	1.0

Generic Scope

Spends the majority of time (50% or more) achieving organizational objectives through the coordinated achievements of subordinate staff. Establishes departmental goals and objectives, functions with autonomy. Manages the accountability and stewardship of human, financial, and often physical resources in compliance with departmental and organizational goals and objectives. Ensures subordinate supervisors and professionals adhere to defined internal controls. Manages systems and procedures to protect departmental assets.

Custom Scope

Receives business analysis department assignments in the form of objectives. Understands goals and processes by which to meet department goals and objectives. Exercises judgment within defined procedures, policies, and department protocol to determine appropriate action.

Department Custom Scope

The Director, Constituent Management and Technologies (CMT) oversees University Advancement's (UA's) information technology, data management, and data integrity efforts and serves as a leader in UA's data-driven culture with a focus on customer service. The Director is responsible for strategically designing and deploying state-of-the-art application platforms, data integration, and business intelligence strategies that meet UA objectives. The Director and the CMT team (6 full-time staff and 1 student worker) work with all departments and customers relating to University Advancement to propose, test, and implement business processes, procedures, and guidelines with a focus on adopting a "best practice" model. The Director will solicit, understand, and document the customer's IT and data requirements, processes and workflows. They will provide leadership to UA, partner with the UCR ITS community, and provide business systems best practice recommendations, training on system applications, and project management expertise. They will oversee the life cycle of changes to business systems and prepare detailed reports for users and customers. The Director will work with developers to create the functional specifications that meet those requirements and serve as a subject matter expert to the UA leadership team. This includes providing quality and timely business solutions and recommendations to key customers. This position requires an experienced business analyst who can partner effectively with all levels of the organization, lead others, drive results, proactively identify and resolve problems, and make challenging decisions and recommendations. The budgeted amount for this position is up to \$125,000.

Education & Experience Requirements

Education Requirements

Degree	Requirement
Bachelor's degree or equivalent work experience with an emphasis in computer science, data processing, computer information systems, or in a related field.	Required
Advanced Degree	Preferred

Experience Requirements

Experience	Requirement
8 - 13 years of related experience.	Required
Previous higher education experience.	Preferred
Previous supervisory/managerial experience.	Preferred

Experience	Requirement
Typically 2 - 5 years of experience managing an information technology organization.	Preferred



Key Responsibilities

Description	% Time
<p>Provides direction to employees following established campus, medical center or Office of the President policies and management guidance to develop methods and procedures on new analysis projects.</p> <ul style="list-style-type: none"> Acts as the CMT business liaison for key advancement information systems, with a focus on those supporting Development, University Relations, Alumni Engagement, and Administrative Services. 	30
<p>Reviews work of analysts to measure meeting of department objectives.</p> <ul style="list-style-type: none"> Leads a small team of software engineers, programming analysts, and data integrity specialists to provide data analytics and ensure data integrity. Authors requirements documents for system integrations, performs system acceptance testing, and provides user training on new forms, rules and business processes in direct support for University Advancement. 	25
<p>Establishes and recommends changes to policies which affect the department to improve testing and analysis processes.</p> <ul style="list-style-type: none"> Serves as the functional lead coordinator for all vendor releases, upgrades, and patches. 	10
<p>Interaction frequently requires the ability to gain cooperation of others, conducting presentations of technical information concerning specific projects and schedules.</p> <ul style="list-style-type: none"> Provides training on system applications and effectively communicates technical information to the UA community in user-friendly terms. Communicates with heads of all departments about common frustrations, hindrances, and other issues that interrupt their workflow. Documents technical aspects of Raiser's Edge, UA's alumni and donor software system. 	10
<p>Develops business processes with adequate business process controls and compliance aligned with regulatory requirements. Ensures compliance and business process controls.</p>	10
<p>Manages and delegates business analysis assignments.</p>	5
<p>Interacts with peer managers across the organization.</p>	5

Description	% Time
<p>Serves as resource for assigned area of expertise, interacting with prospects, donors, staff and outside professionals to provide information, advice and counsel regarding assigned specialized program(s). May oversee the work of professional and support staff.</p> <ul style="list-style-type: none"> Serves on the Administrative Services Leadership Team 	5
<p>Develops and monitors operational and budget processes, staff FTE, finance, human resources and space planning.</p>	5

Knowledge, Skills & Abilities

Knowledge/Skill/Ability	Requirement
Requires knowledge of business analysis function.	Required
Proven critical thinking, persuasion/negotiation, mentoring, leadership/management, problem solving, human resources policies and procedures relating to management responsibilities.	Required
Demonstrated verbal and written communication, quantitative and analytical skills.	Required
Knowledge relating to the design of processes and software across the organization.	Preferred
Demonstrated ability and knowledge leading projects associated with the use of integrated student information systems.	Preferred
Advanced knowledge of business and process analysis functions.	Preferred
Advanced knowledge of Raiser's Edge and Financial Edge databases.	Preferred
Advanced skills and methodologies associated with process and software design, modification and implementation.	Preferred
Demonstrated skill in managing technical staff.	Preferred
Ability to conceptualize, design and implement a development program.	Preferred

Special Requirements & Conditions

Special Condition	Requirement
Must pass a background check.	Required

Level of Supervision Received

General Direction

Environment

Working Environment

Campus

Other Requirements

Items Used

- Standard Office Equipment

Physical Requirements

- **Climb** : N/A
- **Crawl** : N/A
- **Walk** : Frequently
- **Bend** : Occasionally
- **Stand** : Constantly

- **Squat** : Occasionally
- **Sit** : Constantly

Mental Requirements

- **Communicate Orally** : Constantly
- **Read/Comprehend** : Constantly
- **Perform Calculations** : Occasionally
- **Write** : Constantly
- **Reason & Analyze** : Constantly

Environmental Requirements

- **Is around moving machinery** : No
- **Works in confined quarters** : No
- **Fumes** : No
- **Dust** : No
- **Is exposed to excessive noise** : No
- **Drives motorized equipment** : No
- **Is exposed to marked changes in temperature and/or humidity** : No

Critical Position

Is Critical Position: Yes