

**JOB TITLE:** Business Analyst, Enrollment Services  
**DEPARTMENT:** Student Development  
**LOCATION:** Union Campus  
**REPORTS TO:** Vice President, Student Development

**FLSA:** Exempt  
**LEVEL:** 206  
**DATE:** 02/26/18

**POSITION SUMMARY:** Under general direction, perform necessary duties to design, develop, and implement effective business processes and changes to existing processes. Provide leadership in advancing innovative, efficient, and effective technology solution to assist the College to meet its enrollment goals. Assignments may include, but are not limited to, consulting with users, participating in analysis of user requests, evaluating software packages, and testing and implementing technology solutions to support legal, procedural, and policy changes. Assess technologies that integrate with the student information system to create ideal end products. Serve as the liaison between functional users, administrators, and IT to ensure that needed technical requirements are addressed and process objectives are met.

**EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS:** *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* Completion of Bachelor's degree; master's degree preferred; five – eight years of experience in enrollment management with a primary focus on high quality, innovative service delivery, data management and analysis, and working with functional and technical aspects of student information systems required.

**ESSENTIAL TASKS:** *Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor.*

- Implement, document, test, and maintain administrative software solutions, including modules of Colleague from Ellucian, East Central College's ERP, and Perceptive Software/ImageNow.
- Translate user requirements into designs and specifications to develop queries and reports, and retrieve and present data using Colleague and Entrinsic Informer business intelligence and data analysis software.
- Serve as interface between functional users and technical resources, coordinating with technical resources to resolve system problems.
- Test and implement software systems, assuring functionality that meets user expectations
- Develop and document improved business processes to promote efficiency, greater productivity, and support operational decision making related to enrollment services.
- Analyze the impact on business processes resulting from implementation, updates, and upgrades of the system.
- Coordinate technology-related projects within the Student Development Division
- Function as a "power user" skill level in Colleague modules related to enrollment services
- Oversee technical troubleshooting and training efforts for the Student Development Division.
- Provide system training for constituents (students, staff, and faculty) on Colleague Student sub-modules and other enrollment services utilized technology, as needed.
- Develop and maintain a thorough knowledge of ECC's technical capabilities and available functional and technical resources.
- Develop and maintain student system documentation, including Colleague validation and rule forms.
- Assure compliance with established institutional and departmental policies, procedures and standards related to data integrity, financial aid regulations and computer usage through the use of various reports.
- Adhere to FERPA regulations as they pertain to maintaining the security and confidentiality of all student records, as well as maintain the confidentiality of other documents on behalf of the work area and the College.
- Maintain data integrity and communicate procedural issues to campus leadership for resolution as necessary. Create and maintain a high-level policy and procedure documentation.
- Work in cooperation with Institutional Research Department in preparing support data for internal and external reports for federal and state use.
- Maintain degree audit system by attending Academic Council meetings, reviewing paperwork and supervise maintenance of degree audit system.

- Coordinate the review and creation of digital catalog using Acalog catalog software.
- Deliver quality customer service to both internal and external constituents in a professional helpful courteous manner.
- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty, and the general public.
- Ensure that all activities are conducted within the established guidelines of the Family Educational Rights and Privacy Act (FERPA).
- Perform assigned responsibilities, duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner with minimal supervision.

**KNOWLEDGE, SKILLS, and ABILITIES:** Knowledge of college policies, procedures, and practices with the ability to answer work related questions; and/or interpret complex policies and procedures and apply these guidelines correctly in various situations; knowledge of enterprise-wide student information systems and report writing, Colleague experience preferred; knowledge and understanding of the Family Educational Rights and Privacy Act (FERPA) and other federal and state privacy laws/mandates; demonstrated analytical ability; ability to identify, understand, analyze and design unique and innovative solutions to complex challenges; excellent communication (oral and written) and communication skills in all media (phone, face-to-face and email) to effectively communicate to students, general public, and College staff and faculty; experience gathering business requirements and developing technical training documentation; demonstrated ability to clearly present technical material to non-technical staff; ability to use independent judgment in making administrative/procedural decisions with minimal supervision; ability to multi-task and deliver in a fast-paced environment, including the ability to manage the workload of systems staff; and the ability to independently resolve problems required; demonstrated success in collaborating within all levels of the institution and cross-functional teams, and the ability to work effectively with an ethnically, culturally and socially diverse campus community; ability to maintain confidentiality; general knowledge of the community college system and philosophy of comprehensive community colleges; employee development and performance management skills; excellent organizational, analytical and planning skills; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion; budget preparation and budget management skills; availability to work or meet in the evenings and/or on weekends; ability to travel out-of-state as well as locally to participate in meetings, conferences, and other activities related to the operations of the colleges; exhibited skills in communication, interpersonal relations, office management, records management, supervision, office procedures, and bookkeeping are essential; must show initiative and require minimal supervision to achieve assigned duties.

**DECISION-MAKING and ANALYTICAL SKILLS:** Decision-making is a significant part of job, affecting a large segment of the school administration and the general public; perform professional or managerial work including advanced data analysis and synthesis; adhere to college and department policies, procedures, and practices; perform all job duties in a safe and efficient manner.

**EQUIPMENT AND SOFTWARE:** Utilize current College and/or department information technology including but not limited to, Microsoft Office, Outlook, Colleague, ImageNow, etc.; office machines such as telephones, fax machines, or copiers.

**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.*

**Environment:** Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor. The employee may be required to work or meet in the evenings and/or on weekends. The employee may be required to travel out-of-state as well as locally to participate in meetings, conferences, and other activities related to the operations of the colleges.

**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 lift, carry, push, and/or pull up to 10 lbs; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**POSITIONS SUPERVISED:** None

**SIGNATURES:** I have read and reviewed the above job description with my immediate supervisor. This job description has been designed to indicate the general nature and level of work performed. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required for the job.

\_\_\_\_\_  
Employee Signature/Date

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Supervisor Signature/Date

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