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Posting Details

Business Analyst I
Employment Duration **Permanent Full Time**
Location **Burnaby**
Closing Date **January 4, 2021**

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Union/Affiliation:
Administrative and Professional Staff (APSA)

Pay range:
\$70,943 To \$84,719 Annually

SFU Department Descr:

Advancement Services

Position Grade:

10

of openings:

1

Biweekly Hours:

72

The Business Analyst provides day-to-day operational support for University Advancement's Blackbaud Enterprise Constituent Relationship Management (CRM) system. The incumbent conducts research and documents policy and procedure data on a wide range of related processes supporting business areas reporting to the VP Advancement & Alumni Engagement (VPAEE), e.g., Gift Processing, Alumni Relations, Annual Giving, Ceremonies & Events. The Business Analyst evaluates policy and procedure compatibility between existing and upgraded systems; determines the functional configuration of modules specific to different business areas; conducts and facilitates application testing; leads discussion groups; identifies report requirements and specifications; researches, recommends, and implements system security protocols; documents business practices; analyzes requirements and determines appropriate test cases prior to the application of patches and upgrades and implementation of enhancements; and participates in the preparation, evaluation, and delivery of training materials and staff training. The Business Analyst represents the business needs of the VPAEE and works collaboratively with functional and technical personnel in Enterprise Systems with regard to interfaces to SIMS, HAP and FINS.

Qualifications:

- Bachelor's degree in Computing Science or Business Administration, with four years of related business analysis experience including experience managing constituent record systems and using enterprise level information systems, or an equivalent combination of education, training, and experience.
- Excellent knowledge of constituent record systems (e.g., Blackbaud, SunGard).
- Excellent knowledge of enterprise level information systems (e.g., PeopleSoft).
- Excellent knowledge of business process design and analysis.
- Excellent knowledge of software design, database applications for standard business processes, and data analysis.
- Good knowledge of SQL query language and report writing tools (e.g., Crystal Reports, Tableau).
- Excellent communication skills (oral, written, and presentation).
- Ability to develop and conduct training and presentations.
- Excellent analytical reasoning and problem-solving skills.
- Excellent administrative and organizational skills.
- Ability to prepare user and technical documentation for users.
- Ability to exercise mature judgment, initiative, and independence in setting and accomplishing goals and in managing priorities and resources.
- Ability to work collaboratively in a team environment.
- Proficient in the use of standard software applications including Word, Excel, and Access.

Please include your cover letter and resume in one attachment.

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