Job Title	Manager, Business Systems Analysis
PVN ID	RF-2310-005894
Category	Managerial and Professional
Location	RESEARCH FOUNDATION OF C.U.N.Y.
Department	Systems and Information Services
Status	Full Time
Annual Salary	$98,103.00 - $106,278.00
Hour(s) a Week	35
Closing Date	Apr 30, 2024 (Or Until Filled)

General Description

Reporting to the Assistant Director of the Business Systems Analysis Group and exercising considerable independent judgment, assists in the design, revision, and implementation of new and existing business programs. The incumbent serves as the technical resource for planning and implementing highly specialized software and systems projects. They supervise staff of business systems analysts and oversee major undertakings requiring extensive background knowledge in a variety of MIS/IT and business fields.

Other Duties

• Independently manage all aspects of requirements gathering and system development, including interaction design, system design, technical testing, upgrades, and rollouts.
• Interface with users to solicit requirements that impact critical business functions. Lead business analysts in gathering requirements through user stories, activity diagrams, wire frames, and other deliverables.
• Develop project plans, manage expectations, establish project deliverables, track issues, and communicate progress.
• Reconcile information from multiple sources to troubleshoot and analyze complex system issues and propose appropriate solutions.
• Provide technical support for all in-house and commercial systems; train business analysts to support existing systems.
• Ensure continuous improvement by routinely performing systems analysis to identify opportunities for technical enhancements. Proactively perform system audits to identify inefficiencies and problems.
• Conduct technical testing and assist with creating testing strategies to ensure that new/existing systems meet user requirements.
• Coordinate end-user testing and work with the development team to resolve issues.
• Maintain group's Knowledge Base, issue tracker (JIRA), release notes, and other technical documentation and resources.

• Supervise business analysts in their daily work responsibilities.
• Performs other duties as assigned.

Qualifications

• Bachelor's Degree or Diploma in Computer Information Systems or related field.
• Minimum of five years' experience in systems analysis and design.
• Experience with Financial and Accounts Payable systems.
• Strong understanding of system design and software development lifecycle (from concept definition to deployment).
• Advanced analytical, problem solving, multitasking, and organizational skills.
• Excellent interpersonal and communication skills (written and oral), including the ability to knowledgeably interface with senior management.
• Ability to work independently and as part of a technical team.
• Strong record of complex problem solving and decision making.
• Proficient with MS SQL.
• Experience with agile project methodologies a plus.
• Past programming experience a plus.