

Job Level	Student Information Systems Analyst	Professional Level II
Oversight Received	<ul style="list-style-type: none"> * Ensure the functionality and integrity of the SIS by testing and validating that upgrades are ready for production, maintaining rule tables, writing edit reports to locate and then resolve data issues, troubleshooting system issues, creating solutions to problems, and providing training for internal and external constituents. 	<ul style="list-style-type: none"> • Limited supervision through review of work product • Periodic monitoring of work
Problem Solving	<ul style="list-style-type: none"> * Develop and write reports using SQL to research questions and resolve data problems. Reports may be on a one-time as-hoc basis or may be incorporated into web pages or scheduled processes. * Develop testing plans to ensure upgrades and patches to student information system are ready for production. * Support the Office of the Registrar by creating solutions to automate work and/or facilitate communication between students, departments, faculty and staff. * Present and train both internal and external groups on new policies and procedures related to the systems we support. * Work with developers and technical staff in Information Systems, Academic Computing and Networking Services, the Office of the Registrar, and others, to research issues and develop solutions. * Write and publish user guides and documentation. Provide training to faculty, staff, and students as required. * Provide support for new initiatives taken on by the University, Division or Office. * The SIS Analyst will use design and documentation techniques to define business problems; use professional experience and analytical techniques to identify feasible courses of action; design and test practical solutions; document the best course(s) of action for managerial review; and assist in the implementation of the selected solution 	<ul style="list-style-type: none"> • Applies concepts to resolve a variety of problems • Discretion to determine a course of action with review
Interaction/ Communication	<ul style="list-style-type: none"> * Serve on internal and external committees; serve as a source of reliable, comprehensive, and authoritative information about the SIS and configuration. Serve as a resource for other professional staff across campus. * Work directly with Systems Unit Leadership and the rest of the office leadership to ensure effective development and use of systems used by the office. * Communicate complex concepts in technical and functional terms with software vendors to resolve problems or develop new solutions. 	<ul style="list-style-type: none"> • Communicates to a broad audience that may be outside of occupational discipline
University Impact	<ul style="list-style-type: none"> * The SIS analyst will be part of a team responsible for administering the Banner student information system (SIS) for use by the campus community. The Banner system is the core software in the SIS ecosystem where education records for all students are managed. 	<ul style="list-style-type: none"> • Working knowledge of University policies and systems • Impact is on work team or department
Typical Education	<ul style="list-style-type: none"> * A bachelor's degree from an accredited institution of higher education in computer science, computer information systems, business, natural science, or a closely related field that emphasizes analysis and critical thinking skills. * Two or more years of experience working full-time in the Office of the Registrar or enrollment services department at an institution of higher education. 	<ul style="list-style-type: none"> • Working knowledge of University policies and systems • Bachelor's degree