Job Description

PimaCommunityCollege

Position Title: Analyst 2, Registrar Systems

Job Family: Registrar & Admissions   Job Type: Professional - Intermediate

FLSA Status: Exempt   Salary Grade: 06

Position Summary:

The Registrar Systems Analyst 2 researches, analyzes, plans, and improves functional solutions and system enhancements supporting the Registrar Office (RO) business processes. The Registrar Systems Analyst 2 monitors operational performance of SIS (Banner) by researching and troubleshooting system problems, initiating improvements, modifications, and solutions. The Registrar Systems Analyst 2 supports various initiative and RO technologies to ensure adherence to operational standards, compliance, service delivery and innovation. The Registrar Systems Analyst 2 is a member of the RO and will work closely with RO leadership and staff, Information Technology, Student Affairs and Enrollment Management, Institutional Research, and other units providing support services to students. The Registrar Systems Analyst 2 will focus on student identity verification and management as well as fraud reporting.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Reviews incoming student identity documents for validity. Analyzes fraudulent student accounts, updates records, and fraud communications. Updates and documents student records and demographics in assigned SIS.

2. Makes decisions or recommendations according to guidelines and best practices for student records management.

3. Creates interactive reports to maximize the efficiency and use of data by various College areas. Retrieves data, provides data analysis and prepares analytical reports.

4. Analyzes and documents existing processes and systems, completes regular quality assurance on system processes, and makes recommendations for enhancements; provides technical assistance and training, develops user documentation.

5. Researches and resolves difficult and complex student issues.

6. Performs research to resolve technical question and problems. Contacts software vendors regarding possible defects and resolutions for software upgrades.

7. Develops, tests, implements, maintains, and modifies scripts and reporting tools.

8. Works with a variety of departments and vendors to ensure system operability between Ellucian Banner SIS and third-party systems.

9. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of applicable computer programming languages relative to the assignment
2. Knowledge of computer and network operating systems
3. Knowledge of project management principles, processes, and techniques
4. Skill in organization, coordination and management
5. Ability to adapt to a rapidly changing technical environment
6. Ability to apply analytical and critical thinking skills with the ability draw conclusions and prepare accurate reports of results
7. Ability to work with independently as well as in a team environment

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Institutional Infrastructure: Allows participation in the development of foundational aspects of the College, including the establishment of a strategic plan, financial and facilities management, accreditation, and technology planning.
- Information and Analytics: Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Vocational or training in Computer Science, information Technology, or a closely related field of study required.

- Bachelor's degree in Business Systems and Analysis, Computer Information Systems, or a closely related field of study preferred.
- One (1) to three (3) years of related technical experience required.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to position or transport light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- On-call rotation duties
- Some evening or weekend work hours
- Pre-employment Background Check Required