**Solutions Analyst**

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| **Position Number:** | 00022076 |
| **Department:** | US:IT (SITCACADBUS) |
| **Campus:** | University Services |
| **Date of Issue:** | 2015 |

1. **PRIMARY PURPOSE OF POSITION:**

The Solutions Analyst represents a primary link between the academic and business functions of the University and IT. Acting as a liaison between stakeholders in technical initiatives, the person in this role is a strategic thinker who assesses the organization's current and future needs and determines how to best apply technology in fulfilling those needs. The Solutions Analyst takes a proactive approach to delivering solutions and services, and is viewed as a trusted advisor to IT stakeholders in maximizing the value of those solutions.

The person in this role is responsible for a range of activities at the strategic and tactical levels. This person is technically minded and comfortable assessing risk and assigning value to anticipated outcomes with a goal of ensuring that IT applies efforts to the initiatives of highest return. This person also has a high degree of comfort with ambiguity and is capable of switching between work in multiple contexts, across functional and technical boundaries.

The Solutions Analyst maintains a positive attitude and consistently engages in constructive dialogue with a goal of building long-term partnerships with stakeholders. Always working to make a difference for stakeholders while advocating for the fundamental needs of IT, the person in this role is directly responsible for decisions, work and outcomes which may have a significant impact on the business of the University.

1. **ESSENTIAL DUTIES:**
2. Establish productive relationships with academic and administrative stakeholders with a goal of making IT a strategic partner where technology and business process intersect
3. Elicit software and system requirements using an appropriate combination of conversations, interviews, workshops, process and workflow analysis and scenario observation Build or assist in building solutions based on requirements gathering and business process analysis
4. Maintain familiarity with the US:IT service catalog
5. Identify the potential solution space within the existing catalog and beyond, where appropriate
6. Maintain relevant industry knowledge and technical competency through intentional training and professional development
7. Coordinate with others in IT to identify potential implementation risks or inherent limitations from a technical perspective
8. Establish and maintain productive relationships with current and potential vendors
9. Serve as a point of escalation for critical, urgent or sensitive support issues
10. Serve as leader on project teams
11. Assist in project planning in the form of providing time estimates and planning around system and employee resources
12. Work with IT PMO and others in managing work, including building business cases and participating on RFP teams
13. Work to successfully transition projects into operational support
14. Proactively monitor project progress and update stakeholders
15. Work in a support context as necessary
16. **NON-ESSENTIAL DUTIES:**

* None

1. **SUPERVISORY RESPONSIBILITIES:**

* None

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| REPORTING RELATIONSHIP:Reports to Manager of Application Support |
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1. **KNOWLEDGE/SKILLS/ABILITIES**

**REQUIRED:**

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| Demonstrated ability to create solutions - such as enhancements or modifications - that are the result of analyzing business needs and software capabilities  * Demonstrated ability to proactively engage with project stakeholders throughout the solution development and delivery process * Demonstrated experience with new software or system implementation as a primary IT participant * Demonstrated experience facilitating IT projects from conception to completion and into operational support * Excellent analytical skills * Excellent organizational skills * Excellent oral and written communication skills |
| **PREFERRED:**   * Experience building solutions for a variety of academic and administrative departments and their associated functions in a higher education environment * Experience detailing, delegating and following up on work - such as project or support tasks - to colleagues * Experience showcasing new software or system features to existing stakeholders and potential customers |

1. **QUALIFICATIONS:**

**REQUIRED:**

* Bachelor’s degree or equivalent combination of education and relevant experience
* 7 years of progressive experience working with a team in supporting complex software systems and assessing, planning and delivering application enhancements and implementations
* Experience with project management principles

**PREFERRED:**

* Experience in Higher Education
* Experience with IT procurement processes

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1. **COMPETENCIES**
   1. **Planning and organizing:** Plan and organize work to manage time effectively and accomplish job duties.
   2. **Innovative thinking:** The ability to use existing and emerging technology and tools to create new and innovative solutions to problems and needs.
   3. **Adaptability**: The ability to react positively and effectively with change. To be able to quickly learn and work effectively with new technology as well as the changing landscape of management, customers, strategy, and assignments.
   4. **Problem Solving and Decision Making:** Observe and evaluate the outcomes of implementing the solution to assess the need for alternative approaches and to identify lessons learned
   5. **Customer support**: Demonstrate ability to communicate with customers for the purpose of assessing their needs and helping them solve problems related to information technology.

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| **Note:** | **University Services reserves the right to assign reasonably related additional duties and to change or reassign job duties.** |

# Signatures

The signatures indicate the employee and immediate supervisor have reviewed the job description and had the opportunity to edit the document.

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| Employee |  |  | Date |  |
|  |  |  |  |  |
| Immediate Supervisor |  |  | Date |  |