Business Analyst

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Type: Full-Time
Salary: Salary Grade: 07T
Posted: Today
Application Due: Open Until Filled
Category: Business and Financial Services

Salary Grade: 07T

Department: Information Services & Technol

Job Summary

Contributes to development, maintenance, and optimization of enterprise administrative systems, with an emphasis on enhancing Cleveland State University's (CSU) technology landscape and advancing Cloud ERP solutions. Collaborates with stakeholders to design and deliver high-quality solutions that support CSU's operational and strategic goals. Responsible for business process analysis, system design, change management, project coordination, user support, and issue resolution. Supports CSU technology initiatives and fosters continuous improvement through proactive problem-solving, collaboration, and knowledge sharing. Explores and applies artificial intelligence (AI) and emerging technologies increase efficiency and strengthen decision-making. Performs other functionally related duties as assigned.
Minimum Qualifications

- Bachelor's degree, preferably in computer science, business, finance or related field.
- Three (3) years of experience supporting enterprise applications, including system analysis, testing, and configuration, of which two (2) years of experience in project coordination.
- Experience with report development tools or relational database programming.
- Experience in change management and driving adoption of new technologies and processes.

- Related work experience may be substituted for education requirement. One (1) year of related work experience can be substituted for one (1) year of education. For example, a candidate with a high school diploma, GED or state recognized equivalent and seven (7) years of related work experience can be eligible to apply.

Preferred Qualifications

- Master's degree, preferably in computer science, business, finance or related field.
- Experience in a higher education or large, complex institutional environment.
- Hands-on experience with Cloud Enterprise Resource Planning (ERP) systems, including implementations, configuration, support.
- Knowledge of system integration across functional areas such as Human Resources, Finance, Identity and Access Management, General Administration, Data Warehouse Design, and Student Administration.
- Experience delivering training materials and user documentation tailored to non-technical audiences.

Knowledge, Skills, and Abilities (KSAs)

- Strong analytical and critical thinking skills for diagnosing and resolving system issues.
- Excellent organizational and problem-solving abilities with attention to detail.
- Effective verbal and written communication skills, with the ability to translate technical concepts for non-technical users.
- Collaborative mindset with a commitment to teamwork across functional and technical areas.
- Adaptable and change-oriented, ability to drive and support technology adoption and process improvement.
- Flexibility and adaptability to support evolving technology solutions.
- Commitment to continuous learning and professional development.
- Ability to engage constructively with team members to address issues and develop effective solutions.
- Ability to manage multiple projects and competing priorities in dynamic environment.
- Proficient in Microsoft Office Suite, including Word, Excel, Access, Outlook, Teams, and PowerPoint.

Requisition Number: PT0703759S

Hours per week: 40

It is the policy of Cleveland State University to provide equal opportunity to all qualified applicants and employees without regard to race, color, religion, sex, sexual orientation, gender identity and/or expression, national origin, age, protected veteran or disabled status, or genetic information.

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