



Senior Information Technology Analyst

JOB SUMMARY

The Senior Information Technology Analyst will be responsible for aligning the needs of the University departments with the capabilities of the enterprise applications. This important role requires technical savviness and superb business communication skills to drive business efficiencies and user satisfaction by way of technology. The ideal candidate will possess strong interpersonal skills to function as a business analyst, in combination with strong technical skills to develop and support technology. Knowledge and hands-on experience with business process analysis, SQL development, and database administration are a must. This exciting role is perfect for someone to provide the leadership needed to effect positive changes in many areas of our University!

ESSENTIAL DUTIES AND RESPONSIBILITIES

- As a business analyst:
 - Analyze business processes to define functional and non-functional requirements. Interact with internal customers to develop new solutions and optimize technology efficiencies.
 - Collaborate with IT personnel to design and implement technology changes
- As a technical analyst:
 - SQL Developer and MS SQL DBA. Develop and maintain database queries, stored procedures for internal applications. Perform data analysis and reporting for internal customers and train users on data reporting tools.
- Maintain excellent technical documentation, and communication channels to all stakeholders and users. Able to effectively translate user requirements into IT functional deliverables. Strong people skills to promote adoption of new technology and acceptance of change from user community.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge:

- Strong understanding of business workflow analysis, design principles, business requirements gathering, quality assurance, and project management.
- Strong understanding of SQL querying language and analyzing structured data.
- General understanding of server & desktop operating systems, databases, applications, and computer networking.

Skills/Abilities:

- Demonstrated leadership skills to make informed decisions, initiate & facilitate meetings, move projects forward, and empower stakeholders with information.
- Excellent people skills, with the ability to use diplomacy in managing end users and the ability to talk in technical terms to the Information Technology team.
- Good knowledge of business workflows related to financial flows, student registration, project management, and change management.
- Strong technical skills to diagnose technology issues with a strong understanding on how applications, operating systems, networks co-exist and integrate.

- Knowledge of applicable laws, regulations, and security practices as they relate to IT.
- Understanding of human resource management principles, practices, and procedures.
- Highly self-motivated, self-directed, and attentive to detail.
- Ability to effectively prioritize tasks for self and staff in a complex environment.

EDUCATION AND/OR EXPERIENCE

The minimum amount of education and experience that an individual needs in order to successfully perform the essential duties of the position is:

- 4+ years production experience in a business analysis, and data analysis role is required.
- 4+ years production experience developing SQL queries, and database management (MS SQL preferred) is required.
- Bachelor's degree from an accredited University in the field of Computer Science, Information Systems or a related field is a plus.
- 2+ years supervisory experience is a plus.
- Experience working in a team-oriented, collaborative environment. Yet able to work efficiently as an independent contributor.

ABOUT THE ORGANIZATION

Located in Fullerton, CA, Marshall B. Ketchum University is an independent, private, non-profit, accredited educational institution. MBKU is home to the Southern California College of Optometry, the School of Physician Assistant Studies and College of Pharmacy. Named after the founder of the optometric institution in 1904, the change to the University structure addresses the growing demand for highly skilled health care professionals.

The University's Southern California College of Optometry confers a Doctor of Optometry (OD) and a Master of Science in Vision Science (MS) degree. MBKU's School of Physician Assistant Studies under the College of Health Sciences awards a Master of Medical Sciences (MMS) degree. MBKU's College of Pharmacy welcomed its first class in the fall of 2016 and awarded a Doctor of Pharmacy (PharmD) degree in the Spring of 2020. MBKU owns and operates two premier eye and vision care centers: the University Eye Center at Ketchum Health and the University Eye Center at Los Angeles.

BENEFITS

MBKU provides an excellent benefits package including medical, dental, and life insurance, free vision exams, short and long term disability, generous paid time off plans, a university-sponsored retirement plan with a 9% contribution and an on-site fitness center located on the Fullerton campus. See our website under *Employment* for more details regarding benefits of working for MBKU (www.ketchum.edu).