

## POSITION DESCRIPTION

**Job Title:** IT ANALYST SR

**Job Code:** 2426

**FLSA:**

**Job Level:** D

**SAP Positions #:**

**Job Family:** JF 08

### Occupational Summary – Sponsored Projects Team Lead

The Applications group in the Office of Academic Solutions and Information Systems (OASIS) builds, implements and supports software and data solutions for Duke's research community. The OASIS dev analyst role combines several traditional roles including business analyst, QA analyst, system expert, and project manager. Dev analysts work collaboratively with the business units and the software development teams to envision, design, develop, test, document and support custom software solutions.

We are looking for a motivated self-starter with excellent organizational and communication skills to coordinate the development of custom software. The ideal candidate has advanced knowledge of research administration processes and experience managing software development projects.

*Note: Grant deadlines and production releases will require availability outside of normal business hours.*

### Work Performed

#### Analysis & Development (50%)

- Observe, interview, and meet with users to identify business needs
- Translate business needs into functional requirements
- Propose navigation models and develop screen mock-ups for prototype development
- Plan and conduct meetings with users to present prototypes and refine system requirements
- Build software development roadmap for major projects
- Oversee development process to ensure that project milestones are met
- Advise stakeholders on competing priorities and suggest alternatives for moving forward with project work and also providing added value to existing applications
- Ensure that enhancements, bug fixes, and technology upgrades to existing applications are completed in a timely manner and in accordance with stakeholder priorities
- Mentor less senior analysts
- Establish dev analyst project management and analysis processes

#### Software Testing (20%)

- Plan and coordinate system testing for new applications and features
- Develop feature acceptance criteria
- Oversee regression testing of existing applications

- Consult with support analysts and developers to identify gaps in automated tests
- Develop and execute usability tests to identify user interface shortfalls, validate design elements, and discriminate among alternative designs

#### Implementation (10%)

- Plan, coordinate and oversee implementation of major production releases
- Develop communication strategy for major production releases

#### User Support & Documentation (20%)

- Oversee development and maintenance of help systems and user manuals
- Coordinate user communication
- Participate in RAD fire watch pager rotation
- Provide third-level end user support for RAD applications
- Prepare and deliver presentations to systems users and others as necessary

### **Other Responsibilities**

#### Professional Development

- Stay current on software development tools and technologies, databases, and operating systems
- Seek and take advantage of opportunities to expand knowledge of software development tools and technologies
- Demonstrate a willingness to accept new or additional responsibility

#### Efficiency

- Deliver high-quality solutions in a timely manner
- Identify opportunities to enhance the quality and cost-effectiveness of custom software services across the organization
- Create and adapt processes and procedures to maximize efficiency
- Explore technologies that will enable automation

#### Leadership

- Function as one or more of the following:
  - a subject matter expert with proficiency in defined area(s) of the profession
  - a generalist, with a broad knowledge of all aspects of the profession
  - a team leader, responsible for supporting management in day-to-day personnel oversight and workflow management activities
- Create and manage a virtual team, communicating with all team members to ensure they understand their responsibilities and deliverables
- Support Service Owner, Product Manager, and Senior Leaders by developing and delivering solutions to customers.
- Partner with Service Owner, Product Manager, or Senior Leader to define overall work breakdown structure, detailed tasks, resource needs, and assess interdependencies / impacts on other projects

- Facilitate cross-functional Project Team to define, estimate and schedule resources and project work to achieve project or program scope
- Alert stakeholders to potential scheduling risks, anticipated slippage, and take pre-emptive action to mitigate

## Required Qualifications at this Level

Education/Training: Bachelor's degree in a related field, or equivalent combination of education and technical experience required.

Experience: Five years of directly related experience is required.

Extensive knowledge of research administration processes and experience managing software development projects is preferred.

## Skills

Delegation – advanced ability to:

- assign tasks and follow up through effective communication
- monitor performance against targets

Team Leadership – advanced ability to:

- identify resource needs and competencies
- set and communicate team/individual responsibilities
- raise concerns to leadership in a timely manner
- allocate workload to fully utilize every project team member's talent
- Demonstrated experience in managing multiple concurrent projects
- Ability to define work breakdown on complex projects

Planning and Organization advanced ability to:

- organize work and prioritize tasks
- set deadlines and review progress against plan
- manage agile development cycles (e.g., requirements, scope, risk and issue management)

Risk Management – advanced ability to:

- identify risks of negative outcomes, measure impact
- recognize when to escalate and minimize risk through corrective action

Business Analysis

- Advanced ability to collaborate with individual contributors or managers to define business process issues and implement creative solutions
- Advanced knowledge of grants systems and business processes

- Advanced problem-solving skills
- Advanced facilitation and collaboration skills
- Advanced negotiation and consensus-driving skills

This job description describes the general nature and level of work assigned to this position. It is not intended to be an exhaustive list of all duties and responsibilities. Employees may be directed to perform job-related tasks other than those specifically presented in this description.

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