# Position Description

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### POSITION DETAILS

**Job Summary:**
Under limited supervision by the Client Services Manager, the IT Service Management Process Analyst works with campus units to advance organizational effectiveness by streamlining and standardizing business processes while developing an environment of continuous process improvement. Develops and communicates strategies, recommendations, and resolutions to the non-technical campus community and IT representatives at all UC Davis colleges and schools, advisory committees, and University management and executives. Assists in creating and managing client relationships to improve business processes, perform complex data analysis and develop solutions. Interface with internal and external clients to identify key issues and develop recommendations.

Works with the service managers to evaluate and transition support functions, develops and executes project plans, schedules, and deliverables.

Monitors the project implementation interfacing with departmental leadership, subject matter experts and external customers.

**Campus Job Scope:**
The mission of Information and Educational Technology (IET) is to create and support an information and technology environment that enhances the ability of the UC Davis community to teach, do research, and provide public service. In support of the University's mission, IET will deliver an infrastructure of technology services appropriate to the requirements of the campus community.

IET Operations is the administrative arm of IET and includes the budget and business office, human resources, client success, facilities and project management. Client Success focuses on IET's customers with the aim to understand campus needs, deliver the services required, and communicate the value of campus technology. The role of this position is to assist in creating and managing client relationships to manage and promote...
significant cultural change to implement automation, thereby improving business processes and service delivery. This position will perform complex data analysis and develop solutions. Interface with internal and external clients to identify key issues and develop recommendations. This position works with a high degree of decision-making autonomy and has a high campus impact as it supports mission-critical systems and applications used by the entire population of student, faculty, staff, and university affiliates.

**Positions Supervised:**

N/A

**Essential Responsibilities:**

50% BUSINESS PROCESS ANALYSIS

- Collaborate with staff across IET to define and document business needs and problems.
- Identify gaps, deficiencies or inefficient business processes and recommends solutions.
- Elicit the requirements of a system from users, customers and other stakeholders.
- Define requirements for various use cases, and be able to identify potential problems and test various solutions.
- Assess data and determine proposed solutions and define requirements and organizational readiness.
- Validate and evaluate solutions through testing and analysis.
- Manage requirements and clearly communicate requirements and solution steps to project team.
- Assist Project Manager with defining project roles in the business and solution domains. Facilitate communications between both groups.
- Act as liaison between business organization and solution developers.
- Identify, validate and document requirements.
- Drive the development and improvement of business processes within the technology and business organizations and understand client and stakeholders requirements.
- Lead, institute, and model best practices across the organization for the following key areas of business systems analysis, as outlined in the Business Analysis Body of Knowledge (BABOK): business case analyses; requirements elicitation, communication, and management; and solution assessment and validation.
- Perform business case analyses for initiatives, present findings to management, and influence decisions regarding whether or not to pursue courses of action.
- Develop and institute standards and templates for meeting agendas, meeting notes, issue logs, decision logs, task lists, business rule sets, functional requirements statements, use cases, context diagrams, data flow diagrams, workflow diagrams, and entity-relationship diagrams.
- Serve as department expert in requirements management. Lead training in requirements best practices as requested by management.
- Participate in eliciting and documenting requirements for changes to process, procedures, software, and/or systems within the context of solution delivery initiatives.

40% SERVICE MANAGEMENT

- Develop IT service management policies, procedures, direction, and scope of work to improve IET's service delivery, leveraging process and quality frameworks such as ITIL, Cobit, CMMI, Six Sigma, and ISO 20000.

- Evaluate the success of solution delivery initiatives by reviewing the measurable goals set at the start of the effort and verifying that the solution implemented actually solved the problems as defined and met the goals as set forth.

- Participate in evaluating the effectiveness of any new or modified
-Assists in creating and managing client relationships to improve business processes, perform complex data analysis and develop solutions. Interface with internal and external clients to identify key issues and develop recommendations.

**10% SPECIAL PROJECTS AND ASSIGNMENTS**  
- Lead and assist workgroups, department, or division with special business analyst needs.  
- Work on short-term and long-term assignments.

### Physical Demands:
Use computer for extended periods of time.

### Work Environment:
This position is a critical position and subject to a background check. Employment is contingent upon successful completion of background investigation including criminal history and identity check.

Work in a busy office environment with frequent interruptions.

Travel between campus and off-campus locations.

Vacation is restricted during peak work periods.

Adhere to workplace safety practices, read information communicated about workplace safety, complete required safety training on time, and report any workplace safety issues promptly to their supervisor or the designated safety coordinator.

UC Davis is a smoke and tobacco free campus effective January 1, 2014. Smoking, the use of smokeless tobacco products and the use of unregulated nicotine products (e-cigarettes) will be strictly prohibited on any UC Davis owned or leased property, indoors and outdoors, including parking lots and residential space.

### Background Check:
Yes

### QUALIFICATIONS

#### Minimum Qualifications:
- Extensive experience mapping, analyzing and re-engineering IT business processes in an organization with diverse customer needs.
- Experience independently analyzing information and situations to identify problems and relevant factors; formulate logical conclusions and provide a sound basis for establishing priorities and selecting appropriate courses of action.
- Extensive knowledge of leading IT process frameworks, such as ITIL.
- Experience working with quality control management concepts.
- Experience managing multiple work streams in a constantly changing environment.
- Experience presenting information and responding to questions from managers and clients.

#### Preferred Qualifications for Selection:
- Experience implementing business process improvement within a large, complex higher education and/or public administration environment.
Experience implementing services in a large, complex higher education and/or public administration environment.

Experience achieving goals through collaboration and teambuilding, working cooperatively with peers, employees, faculty and with a diverse group of campus constituencies.

Experience with project management methodologies, including project initiation, planning, execution, monitoring, controlling and closing in a large, significantly complex organization.

Experience with defining process improvements within ServiceNow.

Certification or training in ITIL, Six Sigma, Lean, ISO, or similar process improvement methodology.

**Expectations**

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<td>- Read and model the UC Davis Principles of Community</td>
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<td>- Communication skills to effectively present information (oral, written, presentation, documentation).</td>
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<td>- Use tact and diplomacy for interactions with others.</td>
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<td>- Communication skills to understandably and effectively describe technical requirements to technical and non-technical audiences.</td>
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<td>- Convey a helpful and positive attitude in support of the department's client service environment.</td>
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<td>- Work cooperatively with others to achieve and maintain a strong client service environment.</td>
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<td>- Maintain flexibility in a continuously changing and fast paced work environment.</td>
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<td>- Excellent organizational and analytical skills.</td>
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<td>- Effectively establish priorities, organize tasks, and direct effective implementation of tasks in a demanding work environment.</td>
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<td>- Willingness to routinely stay in communication with technical staff at other organizations to stay abreast of computing developments and resources available over the network.</td>
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<td>- Ability to cultivate trust and build successful working relationships with stakeholders, subject matter experts, and other relevant staff and management.</td>
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<td>- Work with a diverse group of people in such a manner as to build high morale and group commitments to goals and objectives.</td>
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