
JOB DESCRIPTION: CLIENT ANALYST

DEPARTMENT:	Information Technology	REPORTS TO:	Senior Manager, Data Services & Compliance
JOB CLASS:	Client Analyst	PAY GRADE:	37
EXEMPT STATUS:	Exempt	DATE:	06/19/2012

Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.

POSITION GENERAL SUMMARY:

The Client Analyst serves as the primary contact for assigned clients and provides liaison between internal departments and the clients to ensure delivery of optimal service, client satisfaction, and retention. The Client Analyst effectively interprets and communicates client objectives with all levels of internal management to ensure client satisfaction and that service levels are met. The Client Analyst works in partnership with the clients to enhance growth of the business channel and works with the internal departments to minimize costs while building profitability. Additionally, the Client Analyst is required to keep abreast of new technologies and industry trends and incorporate these when appropriate. Finally, the Client Analyst must provide weekly status reports to their business contacts in addition to maintaining internal updates to co-workers and management within the Information Technology (IT) department.

ESSENTIAL POSITION FUNCTIONS:

- Manage relationships and service delivery to clients for one or more accounts
- Represent client internally and coordinate with other functions (internal and external to the organization) to implement client systems, complete projects, and address ongoing service needs
- Analysis of client issues for the effective and timely development of technology solutions
- Schedule and balance activities to meet deadlines for deliverables and meetings
- Provide periodic reviews of support performance provided to clients using both formal and informal mechanisms
- Escalate issues and problems to their supervisor that prevents or hinders the delivery of high quality support to clients
- Verify that services are being delivered to the client as documented, focusing on quality and support of the service
- Interact with client to identify and provide solutions for areas that require service improvement and new areas for support
- Advocate that all solutions take into account the impact on the client experience
- Elicit requirements using interviews, document analysis, requirements workshops, storyboards, surveys, site visits, business process descriptions, use cases, scenarios, event lists, business analysis, competitive product analysis, task and workflow analysis and/or viewpoints
- Write requirements and design specifications according to approved templates, using natural language simply, clearly, unambiguously and concisely
- Represent requirements and designs using alternative views, such as analysis models (diagrams), prototypes or scenarios

- Participate in peer reviews and inspections of requirements documents and/or Joint Engineering Design sessions (JED) / Joint Application Development sessions (JAD)
- Participate in peer reviews of work products derived from requirements specifications to ensure that the requirements were interpreted correctly
- Enter, manipulate and report on requirements stored in a requirements management tool
- Define requirement attributes and facilitate their use throughout the project
- Utilize effective requirements practices, including use and continuous improvement of a requirements process
- Reuse support processes across projects when applicable
- Ensure that proposed support processes meet user needs and satisfy business objectives and initiatives
- Design and implement support processes with consistent core methodologies, thereby providing consistency across the organization
- Advocate for best business practices during all interactions with client and internal / external functions
- Mentor and train new team members
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others
- All work responsibilities are subject to having performance goals and/or targets established

(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)

MINIMUM REQUIREMENTS:

Education/Licensure/Certification:

- Bachelor's Degree in Computer Science or Information Systems; or equivalent combination of education and relevant experience
- Master's Degree in Computer Science or Information Systems, preferred

Experience:

- Two years' project management experience, preferred

Knowledge, abilities and skills:

- Knowledge of K-12 online education systems
- Knowledge of financial data/basic accounting principles, preferred
- Knowledge of systems including Enterprise Resource Planning (ERP), Customer Relationship Management (CRM) and Human Resources Information Systems (HRIS), preferred

CORE COMPETENCIES FOR SUCCESS:

COMMUNICATION SKILLS <i>Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience</i>	CUSTOMER FOCUS <i>Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i>
INTERPERSONAL SKILLS <i>Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers</i>	FUNCTIONAL /TECHNICAL EXPERTISE <i>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion</i>

INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:

PEER RELATIONSHIPS <i>Finds common ground and solves problems for the good of all; Can represent his/her own interests and yet be fair to other groups; Solves problems with peers with minimal "noise"; Is seen as a team player and is cooperative; Easily gains trust and support peers; Encourages collaboration; Is candid with peers</i>	CREATIVITY <i>Comes up with a lot of new and unique ideas; Easily makes connections among previously unrelated notions; Tends to be seen as original and value-added in brainstorming sessions; Takes calculated risks; Is not afraid to try new things and potentially "fail fast"</i>
SELF KNOWLEDGE <i>Seeks feedback; Gains insight from mistakes; Is open to constructive criticism; isn't defensive; Proactively seeks to understand his/her strengths and areas for growth; applies information to best serve organization; Recognizes how his/her behavior impacts others and incorporates insight into future interactions</i>	PLANNING <i>Accurately scopes out length and difficulty of tasks and projects; Sets objectives and goals; Breaks down work into the process steps; Develops schedules and task/people assignments; Anticipates and adjusts for problems and roadblocks; Measures performance against goals; Evaluates results</i>
ORGANIZING <i>Uses his/her time effectively and efficiently; Concentrates his/her efforts on the more important priorities; Can attend to a broader range of activities as a result of organizing time efficiently; Can marshal resources (people, funding, material, support) to get things done; Can orchestrate multiple activities at once to accomplish a goal; Arranges information and files in a useful manner</i>	PROBLEM SOLVING <i>Uses rigorous logic and methods to solve difficult problems with effective solutions; Probes all fruitful sources for answers; Can see hidden problems; Is excellent at honest analysis; Looks beyond the obvious and doesn't stop at the first answers</i>
DRIVE FOR RESULTS <i>Can be counted on to exceed goals successfully; Very bottom-line oriented; Steadfastly pushes self and others for results; Is full of energy for the things he/she sees as challenging; Not fearful of acting with a minimum of planning; Consistently</i>	

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Location: Orlando VLC
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

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