DEPARTMENT:	Information Technology	**REPORTS TO:**	Manager, Business Analysis
JOB CLASS:	Business Analyst	**PAY GRADE:**	38
EXEMPT STATUS:	Exempt	**DATE:**	02/04/2015

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 Workday Support Analyst supports and analyzes Workday processes, integration, functions, and configurations. The Workday Support Analyst also audits Workday integrations and processes and provides reporting and data import support to various FLVS teams.

ESSENTIAL POSITION FUNCTIONS:

- Provide general production support on Workday reporting, integration and security functions
- Work with various teams on business process configurations, as needed
- Audit status for integrations and process any exceptions or failures
- Work with third-party system vendors, as needed
- Provide reporting support to various teams; create custom reports as needed for month end, quarter end or year-end processes; and also assist FTE team with state reporting
- Provide support with ongoing mass data imports into Workday (expenses, benefit deductions, P-card transactions etc.)
- Perform regression testing and impact analysis on core functions with new Workday updates
- Configure payroll, time and absence updates
- 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 MIS, Computer Science, Engineering, or related discipline; or equivalent combination of education and relevant experience

Experience:

- Three years' software and application support experience
- Five years' in SDLC methodologies as Business Analyst or Systems Analyst
- Two years' as a Software Developer, Software Tester or related technology area
- Three years' with web or desktop application technologies
- Experience in writing documents and executing requirements, design, development, and testing

- Experience with SQL and RDMS concepts
- Experience with financial data/basic accounting principles
- Experience with systems including Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), and Human Resource Information Systems (HRIS)

Knowledge, abilities and skills:
- Excellent analytical, problem solving skills
- Ability to prioritize tasks
- Strong written and verbal communication skills
- Ability to work effectively with vendors, business groups and technology management and staff
- Ability to work independently and perform against tight deadlines
- Strong self-motivation
- Working knowledge of software development life cycle activities (i.e., requirements, analysis, design, construction, testing, and deployment)
- Skilled in talking with individuals and groups about their needs and asking the effective questions to surface essential requirements information
- Ability to critically evaluate information from multiple sources, reconcile conflicts, decompose high-level information into details and abstract low-level information to a more general understanding
- Knowledge of process improvement methodologies such as Six Sigma or Total Quality Management
- Ability to distinguish user requests from the underlying business needs, and distinguish solution ideas from requirements
- Ability to facilitate and lead requirements elicitation workshops
- Professional writing skills for effective communication
- Skilled in the effective use of Microsoft Visio and Microsoft Project
- Ability to utilize solution modeling to represent requirements information in graphical forms that augment textual representations in natural language
- Ability to communicate clearly with end-users, peers and management
- Ability to deal with varied and difficult personalities while maintaining an even temperament

CORE COMPETENCIES FOR SUCCESS:

COMMUNICATION SKILLS	CUSTOMER FOCUS
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	*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*
INTERPERSONAL SKILLS	FUNCTIONAL /TECHNICAL EXPERTISE
Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by	*Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and*

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	*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*

INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:

PEER RELATIONSHIPS	CREATIVITY
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	*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"*
SELF KNOWLEDGE	PLANNING
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	*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*
ORGANIZING	PROBLEM SOLVING
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	*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*
DRIVE FOR RESULTS	
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 seizes opportunities; Consistently exceeds goals	

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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