Business Systems Analyst
(4 Levels)

The *Johns Hopkins Sightline Business Modernization Project* is more than just a job - it's a mission. We're tearing down walls to unleash the full potential of our people. Baltimore, ranked a top 2024 destination by the *New York Times*, is your backdrop as you join a dynamic and entrepreneurial team to reimagine the way Johns Hopkins works. We're not just simplifying processes and transforming technology - we're empowering people to focus on what matters most: research, teaching, patient care and community impact.

Does this sound like you?

- Thrive in fast-paced environments with daily new challenges and opportunities.
- Are passionate about simplifying complex systems to change people's lives.
- Believe in transformation that empowers, not hinders, the front-line people.
- Have experience in process improvement, technology implementation, or project management.
- Enjoy analytical thinking and problem solving.
- Communicate clearly with a team.
- Possess a desire to grow and learn.

Joining Sightline means you'll:

- Work with cutting-edge technology.
- Join a collaborative team of experts in higher education and healthcare.
- Build new skills with a team that encourages creativity, innovation, and personal growth.
- Gain valuable experience and expertise in process improvement, technology implementation, and change management.
- Enjoy a competitive salary and benefits package that includes health insurance, retirement savings plans, telework options, and generous paid time off.

Become an architect of change and help shape the future of Johns Hopkins University and Johns Hopkins Health System alongside a passionate team in Baltimore's vibrant hub.

Title	Level/Role/Range
Business Systems Analyst I	4/ATP/PD
Business Systems Analyst II	4/ATP/PE
Senior Business Systems Analyst	4/ATP/PF
Lead Business Systems Analyst	4/ATP/PG

Business Systems Analyst I

Position Summary:
The Business Systems Analyst I will serve as a business function and system expert for module(s) or sub-module(s) of the new ERP system. The successful candidate will be responsible for collaborating with internal stakeholders to identify and document requirements for basic business processes. The Business Systems Analyst I will utilize those requirements to identify appropriate technical solutions and any associated business process enhancements for the future state system. The position will also be responsible for contributing to associated testing and training activities, including documentation and execution.

Job Responsibilities:
1. Requirements Gathering. Under guidance, gather, organize, and document business, user, and functional requirements for basic business processes. Conduct stakeholder interviews gather and synthesize business process documentation and other artifacts to understand requirements and inform solutioning.

2. Prioritization. Contribute analysis to support the prioritization of requirements based on key metrics defined by the Lead Business Systems Analyst.

3. Designing Future State Processes. Serving as a functional expert, apply system knowledge to translate business requirements into human-centered functional design specifications for basic business processes. Redefine future state business processes as needed to ensure alignment and enhance efficiency within the context of the technical solution.

4. Testing. Create and document test scenarios for basic functions using the appropriate testing tools to validate and verify functionality. Conduct testing to ensure all delivered solutions work as expected and errors are handled in a meaningful way. Review test scenarios and documented results.

5. Documentation. Create detailed business process and technical specification documentation to accurately reflect and effectively communicate requirements, analysis, and solutioning to diverse stakeholder groups. Including end-users, developers, and business unit and project leaders.

6. End-User Training. Work closely with the Change Management training team to author and maintain end-user training documentation by writing audience-appropriate materials to serve as technical and/or business process references. Assist in end-user training as needed.

7. Project Management. Collaborate with the PMO to adhere to the defined task/project timeline and scope to ensure each phase of the project is executed in a timely fashion and delivered in accordance with software lifecycle standards.

Minimum Requirements:
- Requires four years of progressively responsible experience working in a functional area (finance, HR, payroll, supply chain, sponsored projects) or working in systems analysis.
- Requires two years of experience as an ERP system user, with the desired skills of scoping, requirements gathering/definition, documentation, testing, training, and support.
- Bachelor's degree in business administration, HR, finance, supply chain, information systems, computer science, or related field.

Preferred Qualifications:
- Experience with varied interpersonal and technical skills, along with demonstrated skills in interacting with members from all organizational levels to diagnose problems, develop, and implement that could be process or technically oriented is strongly preferred.
- Experience working in a higher education, academic medical center, and/or health care setting.
- Experience with a cloud-based ERP solution. ERP implementation experience.

Required Knowledge, Skills, and Abilities:
1. Excellent communication skills, including the ability to listen and effectively synthesize information from subject matter experts; the ability to write and present clearly and concisely; and the ability to facilitate effective meetings and engage participants.
2. Ability to create highly effective business analysis and project management artifacts.
3. Ability to understand, analyze and document dependencies and impacts in a highly integrated system or within overlapping business processes.
4. Ability to effectively work with loosely defined or high-level requirements and schedules.
5. Advanced proficiency with Microsoft applications, especially Excel, Visio, and PowerPoint.
6. Ability to function effectively within a structured project management environment.

Business Systems Analyst II

Position Summary:
The Business Systems Analyst II will serve as a business function and system expert for module(s) or sub-module(s) of the new ERP system. The successful candidate will be responsible for collaborating with internal stakeholders to identify and document requirements for business processes, including moderately complex processes. The Business Systems Analyst II will utilize those requirements to identify appropriate technical solutions and any associated business process enhancements for the future state system. The position will be responsible for contributing to associated testing and training activities, including documentation and execution. The Business Systems Analyst II will also be responsible for project management for smaller sub-projects within the functional area.

Job Responsibilities:
1. Requirements Gathering. Gather, organize, and document business, user, and functional requirements for business processes, including moderately complex processes that include multiple steps or subprocesses. Conduct stakeholder interviews gather and synthesize business process documentation and other artifacts to understand requirements and inform solutioning.

2. Prioritization. Prioritize requirements based on key metrics as defined by the Lead Business Systems Analyst.

3. Designing Future State Processes. Serving as a functional expert, apply system knowledge to translate business requirements into human-centered functional design specifications for moderately complex business processes. Redefine future state business processes as needed to ensure alignment and enhance efficiency within the context of the technical solution.

4. Testing. Create and document test scenarios for moderately complex functions using the appropriate testing tools to validate and verify functionality. Conduct testing to ensure all delivered solutions work as expected and errors are handled in a meaningful way. Review test scenarios and documented results.

5. Documentation. Create detailed business process and technical specification documentation to accurately reflect and effectively communicate requirements, analysis, and solutioning to diverse stakeholder groups. Including end-users, developers, and business unit and project leaders.

6. End-User Training. Work closely with the Change Management training team to author and maintain end-user training documentation by writing audience-appropriate materials to serve as technical and/or business process references. Assist in end-user training as needed, including leading training for moderately complex processes.

7. Project Management. Collaborate with the PMO to develop detailed project plans by analyzing scope and milestones for basic projects. Adhere to the defined task/project timeline and scope to ensure each phase of the project is executed in a timely fashion and delivered in accordance with software lifecycle standards.

Minimum Requirements:
- Requires six years of progressively responsible experience working in a functional area (finance, HR, payroll, supply chain, sponsored projects) or working in systems analysis.
- Requires three years of experience as an ERP system user, with the desired skills of scoping, requirements gathering/definition, documentation, testing, training, and support.

- Requires experience with varied interpersonal and technical skills, along with demonstrated skills in interacting with members from all organizational levels to diagnose problems, develop, and implement that could be process or technically oriented.
- Bachelor's degree in business administration, HR, finance, supply chain, information systems, computer science, or related field.

Preferred Qualifications:
- Experience working in a higher education, academic medical center, and/or health care setting.
- Experience with a cloud-based ERP solution. ERP implementation experience.

Required Knowledge, Skills, and Abilities:
1. Excellent communication skills, including the ability to listen and effectively synthesize information from subject matter experts; the ability to write and present clearly and concisely; and the ability to facilitate effective meetings and engage participants; and the ability to facilitate effective meetings and engage participants.
2. Ability to create highly effective business analysis and project management artifacts.
3. Ability to understand, analyze and document dependencies and impacts in a highly integrated system or within overlapping business processes.
4. Ability to effectively work with loosely defined or high-level requirements and schedules.
5. Advanced proficiency with Microsoft applications, especially Excel, Visio, and PowerPoint.
6. Ability to function effectively within a structured project management environment.
7. ability to effectively plan and execute smaller projects within the context of a larger more complex project plan.

Senior Business Systems Analyst

Position Summary:
The Senior Business Systems Analyst will serve as a business function and system expert for module(s) or sub-module(s) of the new ERP system. The successful candidate will be responsible for collaborating with internal stakeholders to identify and document requirements for business processes, including highly complex processes. The Senior Business Systems Analyst will utilize those requirements to identify appropriate technical solutions and any associated business process enhancements for the future state system. The position will be responsible for contributing to associated testing and training activities, including documentation and execution. The Senior Business Systems Analyst will also be responsible for project management for moderately sized sub-projects within the functional area. As a more experienced analyst, this position will provide ongoing mentorship and guidance to Business Systems Analysts.

Job Responsibilities:

1. <u>Requirements Gathering</u>. Gather, organize, and document business, user, and functional requirements for business processes, including highly complex processes that include multiple steps or subprocesses and involve multiple systems and stakeholder groups. Conduct stakeholder interviews gather and synthesize business process documentation and other artifacts to understand requirements and inform solutioning.

2. <u>Prioritization</u>. Prioritize requirements based on key metrics as defined by the Lead Business Systems Analyst. Review the analysis conducted by the Business Systems Analysts team to ensure alignment with identified metrics.

3. <u>Designing Future State Processes</u>. Serving as a functional expert, apply system knowledge to translate business requirements into human-centered functional design specifications for highly complex business processes. Redefine future state business processes as needed to ensure alignment and enhance efficiency within the context of the technical solution.

4. <u>Testing</u>. Create and document test scenarios for highly complex functions using the appropriate testing tools to validate and verify functionality. Conduct testing to ensure all delivered solutions work as expected and errors are handled in a meaningful way. Review test scenarios and documented results.

5. <u>Documentation</u>. Create detailed business process and technical specification documentation to accurately reflect and effectively communicate requirements, analysis, and solutioning to diverse stakeholder groups. Including end-users, developers, and business unit and project leaders.

6. <u>End-User Training</u>. Work closely with the Change Management training team to author and maintain end-user training documentation by writing audience-appropriate materials to serve as technical and/or business process references. Assist in end-user training as needed, including leading training for highly complex processes.

7. <u>Project Management</u>. Collaborate with the PMO to develop detailed project plans by analyzing scope and milestones for moderately sized projects. Adhere to the defined task/project timeline and scope to ensure each phase of the project is executed in a timely fashion and delivered in accordance with software lifecycle standards.

8. <u>Guidance/Supervision</u>. Provide guidance to Business Systems Analysts to support their work across all areas, including requirements gathering, analysis, identifying solutions, and documentation activities.

9. <u>Leadership</u>. Stand in for the Lead Analyst as needed, including attending meetings and providing updates to project leadership. Assist in identifying and escalating risks and concerns to the Lead Business Systems Analyst, seeking guidance when necessary.

Minimum Requirements:
- Requires eight years of progressively responsible experience working in a functional area (finance, HR, payroll, supply chain, sponsored projects) or working in systems analysis.
- Requires four years of experience as an ERP system user, with the desired skills of scoping, requirements gathering/definition, documentation, testing, training, and support.
- Requires experience with varied interpersonal and technical skills, along with demonstrated skills in interacting with members from all organizational levels to diagnose problems, develop, and implement that could be process or technically oriented.
- Bachelor's degree in business administration, HR, finance, supply chain, information systems, computer science, or related field.

Preferred Qualifications:
- Experience working in a higher education, academic medical center, and/or health care setting.
- Experience with a cloud-based ERP solution. ERP implementation experience.

Required Knowledge, Skills, and Abilities:
1. Excellent communication skills, including the ability to listen and effectively synthesize information from subject matter experts; the ability to write and present clearly and concisely; and the ability to facilitate effective meetings and engage participants; and the ability to facilitate effective meetings and engage participants.
2. Ability to create highly effective business analysis and project management artifacts.
3. Ability to understand, analyze and document dependencies and impacts in a highly integrated system or within overlapping business processes.
4. Ability to effectively work with loosely defined or high-level requirements and schedules.
5. Advanced proficiency with Microsoft applications, especially Excel, Visio, and PowerPoint.
6. Ability to function effectively within a structured project management environment.
7. Ability to effectively plan and execute moderately sized projects within the context of a larger more complex project plan.
8. Ability to provide mentorship and guidance to newer analysts.

Lead Business Systems Analyst

Position Summary:
The Lead Business Systems Analyst will provide strategic leadership and operational oversight for a functional team of analysts in support of one or more modules within the new ERP system. The position will supervise a team of analysts to guarantee highly effective execution of core discovery, implementation, and testing activities for the functional area, including defining standards and processes to ensure conformity with overarching project requirements. The successful candidate will lead project management for the team and ensure alignment with the overall Project Sightline timeline. The Lead Business Systems Analyst will act as the primary liaison with Project Sightline leadership and the broader project team for the functional area.

Job Responsibilities:
1. <u>Requirements Gathering</u>. Define and oversee the process for requirements gathering for your function, including scheduling and assignment. Develop and maintain the overall approach and standards of documentation, ensuring accuracy and completeness. Conduct thorough review and validation of gathered requirements to ensure alignment with business objectives and stakeholder needs. Collaborate with cross-functional teams to refine requirements and incorporate feedback into the design and implementation process, ensuring accuracy and integrity throughout.

2. <u>Prioritization</u>. Define key metrics to guide the prioritization of requirements by the Business Systems Analyst team to inform development of recommended solutions. Metrics should be aligned to the guiding principles of Project Sightline. Review the analysis conducted by the Business Systems Analysts and Sr. Business Systems Analysts to ensure alignment with identified metrics.

3. <u>Designing Future State Processes</u>. Provide proactive guidance and support for design of the critical future-state processes by Sr. Business Systems Analysts and Business Systems Analysts. Prior to finalization, review recommended solutions for critical functions to ensure efficacy, alignment of technical solutioning and business process, and coherence with intersecting workflows, including those in other functional areas.

4. <u>Testing</u>. Maintain and articulate clear standards and procedures for testing and ensure Senior Business Systems Analysts and Business Systems Analysts adhere to the required processes. Ensure testing standards for your function align with best practices and follow testing requirements defined by Project Sightline leadership. Conduct regular follow-ups to ensure compliance with testing standards and procedures and address any deviations or issues promptly. Collaborate with the team to identify areas for improvement and implement necessary changes to enhance testing processes. Ensures coordination and alignment with the standards and processes established by the Project Sightline Executive Director of Change Management.

5. <u>Documentation</u>. Maintain and articulate clear standards of documentation for business processes and technical specifications and ensure documentation produced by Sr. Business Systems Analysts and Business Systems Analysts aligns to defined standards. Ensure documentation is maintained according to best practice and guidelines and procedures established by Project Sightline leadership.

6. <u>End-User Training</u>. Ensure end-user training and other change management artifacts and activities for your function are created and executed in alignment with the standards and processes established by the Project Sightline Executive Director of Change Management.

7. <u>Project Management</u>. In collaboration with the PMO, serve as the program manager for your function, providing project management oversight across the unit's multiple workstreams. Establish and enforce the overall project plan for the function. Provide guidance to Sr. Business Systems Analysts and Business Systems Analysts as they develop detailed project plans for their workstreams and ensure the alignment of those plans to the overall program. Ensure that all of the project plans for your function are well-aligned to the overall Project Sightline program, ensure each project is executed in a timely fashion, and all work is delivered in accordance with software lifecycle standards.

8. <u>Guidance/Supervision</u>. Lead the team of analysts for your function, providing direct supervision and guidance to Sr. Business Systems Analysts and Business Systems Analysts to support their work across all areas, including requirements gathering, analysis, identifying solutions, and documentation activities.

9. <u>Leadership</u>. Serve as the primary liaison for your function to Project Sightline leadership and the broader project team. Attend project meetings and provide regular updates as required by project leadership. Proactively escalate risks and concerns to leadership, seeking guidance as needed.

Minimum Requirements:
- Requires ten years of progressively responsible experience working in a functional area (finance, HR, payroll, supply chain, sponsored projects) or working in systems analysis is required.
- Requires six years of experience as an ERP system user and some experience leading projects, with the desired skills of scoping, requirements gathering/definition, documentation, testing, training, and support.
- Requires experience with varied interpersonal and technical skills, along with demonstrated skills in interacting with members from all organizational levels to diagnose problems, develop, and implement that could be process or technically oriented.
- Bachelor's degree in business administration, HR, finance, supply chain, information systems, computer science, or related field.

Preferred Qualifications:
- Experience working in a higher education, academic medical center, and/or health care setting.
- Experience with a cloud-based ERP solution. ERP implementation experience.
- Strategic leadership experience.
- PMP certification or significant project management experience or training.

Required Knowledge, Skills, and Abilities:
1. Excellent written and oral communication skills; proficient information modeler able to craft scenarios, simulations, and visualizations to distill complex analyses into executive-level insights and recommendations; and the ability to facilitate effective meetings and engage participants.
2. Ability to clearly define and communicate standards and procedures for business analysis activities and create and highly effective project management artifacts.
3. Ability to understand, analyze and communicate dependencies and impacts in a highly integrated system or within overlapping business processes.
4. Ability to effectively work with loosely defined or high-level requirements and schedules.
5. Advanced proficiency with Microsoft applications, especially Excel, Visio, and PowerPoint.
6. Ability to function effectively within a structured project management environment; strong project management skills with the ability to effectively plan and execute a complex program within the context of a larger, enterprise project plan.
7. Ability to effectively plan and execute moderately sized projects within the context of a larger more complex project plan.
8. Ability to lead, build, and develop highly collaborative cross-functional teams; ability to effectively supervise analysts with a range of experience.