

**THE CITY UNIVERSITY OF NEW YORK  
Classified Civil Service Position Description**

<b>Title</b>	<b>BUSINESS DATA AND REPORTING ANALYST</b>
<b>Title Codes</b>	04029 Annual (Full-Time) 04029 Hourly (Part-time)
<b>FLSA Status</b>	Levels 1 & 2 Non-Exempt, Levels 3 & 4 Exempt
<b>Date Issued</b>	11/02/2015

**General Duties and Responsibilities**

Under supervision, provides and/or oversees expert end-user support by proficiently and accurately inputting, auditing, and reporting on information in CUNYfirst (i.e., PeopleSoft). CUNYfirst is the City University of New York's Enterprise Resource Planning (ERP) Oracle/PeopleSoft system used to capture and maintain the University's student administration, human resources and finance functions.

This position differs from an Information Technology position in that an incumbent in an Information Technology position provides hardware support, software programming and networking, systems planning, and/or technological troubleshooting while a Business Data and Reporting Analyst is a highly skilled end-user of CUNYfirst. There are 4 levels of this title. This specification describes typical assignments for this title; related duties may be assigned as needed.

**Qualification Requirements**

**Assignment  
Level**

**All Levels**

- Possession of a High School Diploma or GED.
- Demonstrated English language proficiency, including the ability to speak, read, write, and understand English well enough to meet minimally acceptable performance standards set for the job tasks.

**Level 1**

- One (1) year of related full-time experience utilizing PeopleSoft computer software technology. CUNY considers full-time experience to be 35 hours per week. Experience that is less than full-time and more than 20 hours per week can be prorated at 50% (e.g., two month's related work experience at 20-35 hours per week equate to one month's full-time related work experience.)

**Level 2**

- One (1) year of related full-time experience utilizing PeopleSoft computer software technology. CUNY considers full-time experience to be 35 hours per week. Experience that is less than full-time and more than 20 hours per week can be prorated at 50% (e.g., two month's related work experience at 20-35 hours per week equate to one month's full-time related work experience.)
- Two (2) additional years of related full-time work experience utilizing PeopleSoft or related computer software technology.



- Answers general CUNYfirst questions from students, employees, managers and other system users.
- Reviews and resolves simple problems relating to student, employee and/or financial CUNYfirst transactions.

**Assignment  
Level 2**

Under supervision, with considerable latitude for independent or unreviewed action or direction, performs and/or oversees advanced CUNYfirst functionality requiring advanced system user knowledge. In addition to Level 1 duties, typical tasks may include but are not limited to:

- Determines the most appropriate and efficient method for entering CUNYfirst actions.
- Audits system reports, identifies incorrect data/actions, and independently determines the necessary corrective action(s) to maintain data integrity.
- Reviews and resolves complex CUNYfirst transactional problems or issues.
- Assists in developing and conducting CUNYfirst training for students, employees, and/or other system users in system functionality and related user processes.
- Oversees the entering of CUNYfirst data.
- Recognizes and refers non-system user issues (e.g., hardware, programming, connectivity, etc.) to the appropriate IT unit.
- May supervise employees using, entering and reporting information into CUNYfirst.

**Assignment  
Level 3**

Under supervision, with wide latitude for independent or unreviewed action or decision, is responsible for overseeing and ensuring the accuracy of the data entered, maintained and reported in one or more CUNYfirst components/pillars. Provides CUNYfirst user training across campus. In addition to Level 2 duties, typical tasks may include but are not limited to:

- Conducts CUNYfirst user training for employees, students and/or managers.
- Regularly communicates with system user experts across campus in order to address CUNYfirst issues.
- Works closely with the campus and University CUNYfirst hardware, programming and networking staff to determine and resolve issues affecting the ability of employees and students to use CUNYfirst.
- Supervises employees using, entering and reporting information into CUNYfirst.

**Assignment  
Level 4**

Under supervision, with wide latitude for independent or unreviewed action or decision, is responsible for creating and leading CUNYfirst end user initiatives. In addition to Level 3 duties, typical tasks may include but are not limited to:

- Acts as the campus CUNYfirst user subject matter expert for his/her assigned pillar(s).
- Drafts, recommends, and implements changes to college processes to improve the efficiency and effectiveness of the use of CUNYfirst.
- Prepares and oversees formal campus CUNYfirst user training.
- Represents the campus at University CUNYfirst meetings.