



Job Class: Information Technology Specialist 3 – Job Posting 75984
Working Title: Business Systems Specialist

Who May Apply: Open to all qualified job seekers

Date Posted: 04/22/2024

Closing Date: 05/06/2024

Hiring Agency/Seniority Unit: Minnesota State - System Office

Division/Unit: Information Technology

Appointment Type: Unlimited, Full-time

Work Shift/Work Hours: Day Shift

Days of Work: Monday - Friday

Travel Required: No

Salary Range: \$31.47 - \$51.73/hourly; \$65,709 - \$108,012/annually

Classified Status: Classified

Bargaining Unit/Union: 214 – MN Assoc Of Professional Empl/MAPE

FLSA Status: Nonexempt

[Connect 700 Program Eligible:](#) Yes

Job Summary

Telework available and negotiated at the time of hire.

This position provides support for Marketing, Academic, and Student Affairs products that are a part of the Minnesota State enterprise application suite. Product support will be in the form of incident management, business process guidance, assistance with the use of application software, required maintenance management, documentation, testing and training. The Minnesota State enterprise application suite supports administrative business processes for the students and employees of 33 state colleges and universities.

Specific Duties Include:

- Assume full responsibility for examination and analysis of incident reports related to student applications used by all Minnesota State students, faculty and/or staff so that user errors,

misunderstandings, or application software defects are quickly addressed and business functions can be completed successfully.

- Develop and maintain a working knowledge of relevant business processes, laws, regulations and policies through the interaction with the Minnesota State user community
- Participation in multi-campus user group meetings and other professional activities sufficient to recommend and establish enterprise work priorities
- Project future needs, and assess the value and impact of proposed changes so that customer needs are met.
- Provide expert enterprise knowledge of student products so that users understand business processes and are able to effectively utilize application software products.

Minimum Qualifications

Resume must reflect all minimum qualifications. Please enter your experience in chronological order, including the month and year of employment.

- 4 years of experience providing end-user support for web-based and/or client-server business application software or using ISRS as an employee of a college or university administrative services office. A bachelor's degree in IT or related field will qualify as one year of experience
- Experience writing business software documentation sufficient to provide accurate, clear, and timely reference material to end users of application software
- Experience gathering, analyzing, and documenting business requirements sufficient to adequately describe necessary software enhancements
- Experience testing application software sufficient to provide reasonable assurance that products are free from defects
- Experience developing and delivering training for business systems, sufficient to train and support both novice and proficient users of software products
- Experience accessing relational databases sufficient to identify data integrity issues such as missing or inconsistent data, capture troubleshooting information, or help identify sources of software defects
- Experience using the MS Office product suite (or comparable) sufficient to create and maintain announcements, technical information, presentation materials, and software documentation
- Ability to interact with multiple and diverse groups of people and a commitment to fostering a diverse working and learning environment.

Preferred Qualifications

- Technical skills in the following technologies/products:
 - Windows O/S and common web browsers
 - Structured query language (SQL)
 - Query and reporting tools such as MS Access, Toad, Hyperion/Brio

- SharePoint (or other collaboration tools)
- Adobe Connect (or other desktop sharing tools)
- Cascade (or other content management tools)
- Experience with customer relationship management or incident management tools
- Experience supporting enterprise or large-scale application systems
- Experience giving formal presentations to business audiences
- Experience assessing skill gaps, individual competency, and job performance in order to design, implement and evaluate training, documentation and coaching initiatives for software products
- Experience working with Marketing, Communications, Admissions, Transfer, and Workforce systems and administrative procedures in a higher education environment

Additional Requirements

The successful candidate must submit to a background investigation prior to employment.

The background check may consist of the following components:

- SEMA4 Records Check (applies to current and past employees only)
- Criminal History Check
- Employment Reference Check
- Social Security and Address Verification
- Education Verification

In accordance with the Minnesota State Colleges & Universities (Minnesota State) Vehicle Fleet Safety Program, employees driving on college/university business who use a rental or state vehicle shall be required to conform to Minnesota State's Vehicle use criteria and consent to Motor Vehicle Records check.

Other Information:

Employment information for this position can be found in its collective bargaining agreement or its plan document at <https://www.minnstate.edu/system/working/relations.html>

Why Work for Us

At Minnesota State we promote the ability for our employees to move within the Minnesota State system of Colleges and Universities, located throughout the State of MN. To learn more, please visit our web page: [Working at Minnesota State!](#)

At Minnesota State, we have a GREAT BENEFITS PACKAGE! Our generous benefits include 11 paid Holidays, Vacation Time, Sick Time, six weeks of Paid Parental Leave, low cost medical (\$38.50 per month single and \$262.66 per month family) and dental insurance with low deductibles (\$400 - \$800), a Pension Plan, 457(b) and 403(b) retirement plans and other retirement investment options, pre-tax medical and dental expense (with rollover option) and dependent care accounts, employer paid life insurance, short and long term disability, as well as professional development and a tuition waiver program for employees and their dependents, etc. We promote the health and well-being of our employees and take work/life balance seriously.

How to Apply

External Applicants: Go to the State of MN's career site at <http://www.mn.gov/careers>

Internal Applicants: Go to Self-Service/Careers.

Contact

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Equal Employment Opportunity

Minnesota State Colleges and Universities is an Equal Opportunity employer/educator committed to the principles of diversity. We prohibit discrimination against qualified individuals based on their race, sex, color, creed, religion, age, national origin, disability, protected veteran status, marital status, status with regard to public assistance, sexual orientation, gender identity, gender expression, or membership in a local commission as defined by law. As an affirmative action employer, we actively seek and encourage applications from women, minorities, persons with disabilities, and individuals with protected veteran status. Reasonable accommodations will be made to all qualified applicants with disabilities. If you are an individual with a disability who needs assistance or cannot access the online job application system, please contact the job information line at 651.259.3637 or email <mailto:careers@state.mn.us>. Please indicate what assistance is needed.

Minnesota State is an affirmative action, equal opportunity employer, and educator.