Job Class: Information Technology Specialist 3 – Job 42753

Working Title: Business Systems Specialist

Who May Apply: Open to all qualified job seekers
Date Posted: 12/2/2020
Closing Date: 12/16/2020
Hiring Agency/Seniority Unit: Minnesota State System Office/MAPE
Division/Unit: Minnesota State System Office IT
Appointment Type: Unlimited, Full-time
Work Shift/Work Hours: Day Shift
Days of Work: M-F
Travel Required: Yes - Occasionally
Salary Range: $28.39 - $46.66/hourly; $59,278 - $97,426/annually
Classified Status: Classified
Bargaining Unit/Union: 214 - MAPE
Location: Waite Park (St. Cloud Area)
LFLSA Status: Nonexempt

Connect 700 Program Eligible: Yes

Job Summary

Due to COVID-19, Minnesota State is currently teleworking until June 2021, however, you may be required to go into the office 1-3 times a month.

Minnesota State Colleges and Universities is seeking a Business Systems Specialist (ITS3) to work at our system office location in Waite Park, MN.

The business systems specialist functions as part of a product support team whose purpose is to provide support for and maintain mission-critical student services applications for 37 state colleges and universities. The responsibilities of the position include: providing tier-3 support for questions and issues raised by end-users, developing and maintaining business process and application expertise, creating and delivering end-user documentation and training materials, verifying software functionality, and managing required maintenance. Knowledge of financial aid systems and experience in a higher education environment is desirable.
About Minnesota State

Minnesota State is the largest single provider of higher education in the state. With 37 institutions, including 30 community and technical colleges and seven state universities, Minnesota State serves 64 percent of the state’s undergraduate student population.

We employ more than 15,900 dedicated faculty and staff focused on student success. We provide essential training and specialized certification options for business, industry, and professionals throughout Minnesota.

Benefits include excellent low cost and low deductible health and dental insurance, retirement package, tuition waiver at Minnesota State institutions (after three years of employment) and flexible working hours.

Minnesota State System Office is proud to be a Minnesota Yellow Ribbon agency.

Minimum Qualifications:

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

- Four (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

Preferred Qualifications:

- Technical skills in the following technologies/products:
  - Windows O/S
  - 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, MS Teams, Skype, Zoom (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 student services systems, especially financial aid, 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 state employees only)
- Criminal History Check
- Employment Reference Check
- Social Security and Address Verification
- Education Verification

**Other Information:**

Employment information for this position can be found in its collective bargaining agreement or its plan document at [http://mn.gov/mmb/employee-relations/labor-relations/Labor](http://mn.gov/mmb/employee-relations/labor-relations/Labor).

**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: [Work at Minnesota State!](http://mn.gov/mmb/employee-relations/labor-relations/Labor)

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 ($36.64 per month single and $250.00 per month family) and dental insurance with low deductibles ($150 - $1200), a Pension Plan, 457(b) and 403(b) retirement plans and other retirement investment options, pre-tax medical and dental expense (with roll-over 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 http://www.mn.gov/careers
Internal Applicants: Go to Self-Service/Careers

Contact

If you have questions about the position, contact Jessica White at jessica.white@minnstate.edu or 651/201-1845.

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 careers@state.mn.us. Please indicate what assistance is needed.