



Business Analyst

General Job Responsibilities

- Analyze school/district and state education agency business processes related to special education as well as district and state policy requirements
- Manage configuration and design tasks related to specific workflow/processes
- Identify and help resolve policy/procedural issues that arise in developing workflow/processes for special education
- Help coordinate workgroups, focus groups, and overall process for engaging users in configuration, specification approval, and functional testing
- Act as liaison between client and system stakeholders
- Provide project management/tracking/reporting on project status, milestones, critical issues
- Work with user stakeholders in addressing/resolving implementation issues
- Facilitate focus groups for user feedback and testing
- Carry out tasks for implementation and change management as it relates to Special Education Data System
- Provide administrative support in documentation preparation, organization, presentation, etc.

Specific Job Tasks and Responsibilities (including but not limited to the following)

1. Developing a very deep content knowledge of the special education data system including the policies and procedures driving the technological requirements of the system
2. Apply knowledge of technical requirements of the system in order to troubleshoot bugs and issues, create workaround processes for users, and communicate with the developer to design and test system fixes
3. Ability to facilitate training sessions and work directly with teachers, coordinators, related service providers and educate them not only in the new technology but business process/policy
4. Support workflow development and requirements gathering for new configurations/modules to be released
5. Develop focus groups to identify/understand system usability issues
6. Assistance with data quality improvement, designing analysis, audit efforts to improve usage and data integrity

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