JOB DESCRIPTION

JOB TITLE: Business Process Officer  
DEPARTMENT: Information Technology

DIVISION:  
SECTION: Office of the CIO (OOCIO)

1. BASIC FUNCTIONS:
The Business Process Officer is accountable for facilitating the continuous improvement of functional and transversal business processes, leading the evaluation of activities in terms of value to the customer and the company.

2. DUTIES PERFORMED:
   a. Assists with the research of internal and external best practices and with recommendations for process improvements.
   b. Assumes ownership of the design, development, implementation, change management, compliance, and success measures.
   c. Communicates the status of the initiatives and associated projects or teams to appropriate levels of the organization.
   d. Communicates and secures sponsorship on innovation and business models.
   e. Participates in the business planning, capital planning and portfolio management processes to acquire resources needed to implement process improvements.
   f. Validates benefits, cost, and opportunity fit of all process/opportunity/system changes and prioritizing these initiatives based on established guidelines.
   g. Acts as Ambassador for measurement, accountability and a disciplined approach to process improvement throughout the Organization.
   h. Understands and manages readiness and capacity for technology changes.
   i. Establishes mechanisms for planning, completing and monitoring process changes for projects, pre-acquisitions and/or post-acquisitions including the assessment of returns (productivity, growth, etc.).
   j. Defines common platform/architecture for gathering, communicating and reporting operating metrics.
   k. Works with employees at all levels of the Organization, as well as across all Businesses, on functional objectives and assessing the current processes performed within and among functional areas which support these objectives.

3. WORK CONTACTS:
   Contact with University departments and staff.

4. INDEPENDENCE OF OPERATION:
   This position reports to the Chief Information Officer (CIO).

5. SUPERVISORY RESPONSIBILITY:
   No supervisory responsibility.
6. **PHYSICAL EFFORT:**
   Minimal physical effort.

7. **WORK CONDITIONS:**
   Clean and pleasant. Working mostly using computer equipment.

8. **MINIMUM REQUIREMENTS:**
   a. Master's degree in Information Systems and Technology, Computer Science, Management, or Business Administration with professional experience in an IT environment.
   b. Leadership experience in a large organization is a plus.
   c. Familiar with one or more formal process improvement methodologies, e.g. Project Management Institute (PMI), Six Sigma, or Lean.
   d. At least five years proven experience in process improvement.
   e. Proven project management experience including end-to-end project lifecycle.
   f. Must have proven ability to balance conflicting priorities.
   g. Proven record of creative problem solving.
   h. At least five years of experience in business/systems analysis for large, enterprise-wide IT projects with two of those years acting as lead analyst.
   i. Minimum ten years of experience participating in the entire SDLC (requirements through implementation and closing).
   j. Minimum five years of experience with client/server applications, Web-based applications, and data warehousing.
   k. Extensive experience in working with users to elicit business requirements.
   l. Solid experience in developing test strategies, plans, cases, and scripts.
   m. Adequate experience with testing at various levels (unit, functional, integration, system, load/performance and support for user acceptance testing).
   n. Experience with backend data testing.
   o. Extensive experience with change management processes.
   p. Experience applying standard IT practices related to application development and implementation.
   q. Ability to adapt to changing technologies, processes, and environments.
   r. Exposure to project structures using iterative development approach involving significant business process changes.
   s. Ability to produce high quality deliverables while maintaining schedule commitments.
   t. Adequate proficiency with data and process modeling tools.
   u. Solid ability to interact effectively with all levels of the Organization and be open to peer-reviews.
   v. Strong relationship building abilities and listening skills (adaptive communication, active listening).
   w. Demonstrated excellence in written/verbal communications skills.
   x. Excellent analytical skills, attention to detail, conflict resolution skills, interviewing skills, oral and written communications skills.
   y. Must be quality-focused, self-motivated, and a good team player with strong facilitation skills.