MESSA is deeply committed to diversity and inclusion in its hiring practices. We are an affirmative action, equal opportunity employer. People of color, women, and members of other historically marginalized social identity groups are encouraged to apply.

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MS 50-21-22

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DATE OF POSTING: April 19, 2022

TERMINATION DATE FOR APPLICATION: April 26, 2022

POSITION: **eSERVICES ANALYST**

COMPENSATION/BENEFITS: Per SSA Contract
Grade J

STAFF RELATIONSHIP: Responsible to Matt Borghi
eServices Manager

EMPLOYMENT DATE: As soon as possible

SEND APPLICATION AND RESUME TO: **Human Resources Department**
Michigan Education Association
1350 Kendale Blvd., P.O. Box 2573
East Lansing, MI 48826-2573

BASIC PERFORMANCE EXPECTATIONS:

The eServices Analyst is responsible for the inclusive initiation and execution of research activities both onsite and in the field that support eServices, web, mobile and digital development throughout the product development lifecycle for web, mobile and all eServices experiences.

They must know, stay abreast of, and effectively use fundamental analytical concepts, industry best practices, and company procedures to ensure the quality and integrity of the technology used by MESSA and to ensure that it meets the stated business objectives.

Work includes, but is not limited to, facilitation of meetings, preparing and submitting notes and tasks from facilitated meetings, gathering requirements, documenting requirements, assisting with test planning and test case development, analyzing data requirements for testing, and managing diverse user expectations.

eServices Analyst must have the skills to:
- Apply logical analytical thought to a business issue
- Provide expertise in the modeling/mapping of business processes to deliver as-is/to-be business processes
- Provide input on feasibility of project as to how realistic the requirements are in terms of effort and time
- Identifying what data the business currently has and what data would be necessary for testing
- Be well-versed in project management practices and principles

BASIC PERFORMANCE EXPECTATIONS *(continued)*:

- Have a sound and detailed understanding of application and/or infrastructure technology and principles
- Manage diverse user expectations
- Willingness and investment to building and sustaining cultural intelligence in all situations
- Graphically represent research findings and user interfaces

eServices Analyst is responsible for analyzing the business needs of their diverse clients and stakeholders to help identify business problems and propose solutions taking requests from a high level in clear and detailed requirements through the validation of research and testing.

A qualified candidate must know, stay current with, and effectively use fundamental analytical concepts, industry best practices, and company procedures to ensure the quality and integrity of all MESSA initiatives meets the stated business goals and objectives.

ASSIGNED DUTIES:

Planning, Scoping and Facilitation

- Initiate and execute web application and eServices research activities both onsite and in the field that support an equitable user experience throughout the product development lifecycle for web, mobile, and all eServices;
- Facilitate inclusive meetings and lead work sessions.
- Act as a team lead on designated projects, support issues and associated remediations.
- Execute all phases of user experience and usability testing.
- Identify, estimate and develop schedule of activities and tasks.
  Assist in developing project concept requests, feasibilities and project proposals.
- Develop post-testing analysis; make recommendations to project teams and designers based on findings.
- Mine analytics data for usage patterns, user experiences issues and other insights; make recommendations based on analytics data for fixes, enhancements and improvements.
- Serve as subject matter expert on all things eServices.
- Assist in creation, governance, and maintenance of interaction, usability, and accessibility standards.
- Contribute to MESSA's overall eServices maturity, including creating, refining processes and developing tools and templates that can be applied organization-wide

Requirements Elicitation, Analysis, Management and Communication

- Elicit, gather and maintain business, functional or technical requirements using inclusive and contemporary techniques such as product backlog, user stories, persona development, requirements or traceability matrices.
- Facilitate the negotiation of requirements amongst multiple stakeholders.

ASSIGNED DUTIES *(continued)*:

- Create, analyze and validate detailed functional specifications.
- Facilitate inclusive design sessions with the implementation team to define solutions.
- Identify and document elements of system design, including data migration rules, business rules, wireframes, mockups, report specifications or other detailed deliverables.
- Identify and document current and future state business processes.
- Document business needs, capability gaps, proposed workflows and solutions.
- Help diverse business stakeholders envision the future and how their work will need to change to support the future.
- As needed, design, create, deploy and maintain inclusive processes and procedures.

Communications

- Proactively communicate and collaborate with diverse vendors, partners and internal clients.
- Maintain positive and culturally intelligent working relationships with internal and external clients.

Risk Identification, Analysis and Response Planning

- Identify issues, risks and scope creep with potential solutions and submit them to the eServices or Project Manager.
- Coordinate with project teams, vendors, partners and business units to address interdependencies and resolve issues.

Solution Assessment, Quality Planning, Testing and Validation

- Develop, execute or oversee the development and execution of test plans, test cases, use cases and user acceptance testing for complex systems.
- Analyze data needs for testing of vast systems for all areas of the business. Extract and prepare test data as needed.
- Verify requirements and acceptance criteria are addressed.
- Track and address pre- and post-release defects.
- Mentor team members on all of the above items.
- Perform other job-related duties as assigned.

MINIMUM REQUIREMENTS:

Bachelor's Degree in experience architecture, human factors, human-centered design, web/user interface design, communications, digital technology or related field; OR an Associate's Degree in a related field and three years of related and progressively more responsible or equivalent work experience in a related field.

MINIMUM REQUIREMENTS *(continued)***:**

The equivalent work experience must exhibit all of the following abilities, skills and knowledge:

- Plan and conduct quantitative and qualitative user experience research activities
- Elicit and document business requirements using interviews, business process analysis, requirement workshops, surveys, site visits and other various elicitation techniques
- Provide expertise and guidance in the modeling/mapping of business processes to deliver current and future business workflow processes
- Facilitate meetings and exhibit strong verbal communication abilities with diverse groups of staff, management, directors, and vendors

Demonstrate ability to prototype and graphically represent research findings and user interfaces, using Adobe Creative Suite: Photoshop, Illustrator, XD, etc.

Demonstrate conflict resolution/negotiation skills.

Communicate efficiently and effectively with all levels of staff, management, directors and vendors.

Demonstrate excellent time management skills.

Demonstrate interpersonal skills, inclusive written and oral communication skills, meeting facilitation skills and interviewing skills.

TESTING:

MS Visio: Proficient
Web Design Concepts: P/F
Portfolio, including:

- A copy of degree and transcripts, if applicable;
- Two research test plans;
- Two presentations based on completed research with recommendations based on findings.
- Two or more designs or design concepts based on recommendations/findings from research.

December 13, 2021