Galveston College

JOB DESCRIPTION

JOB TITLE: Lead Systems Analyst and Database Administrator	FLSA: Exempt
Department: Information Technology and Title V	**Date Reviewed:** 11/30/2021
Security Sensitive: Yes	**Grade:** C-43
Reports To: Director of Information Technology	

Job Summary

Under the direction of the Director of Information Technology the Systems Analyst implements, maintains, and customizes software packages specific to the Higher Education Industry. Provides technical and functional support in the areas of: ERP systems administration, database administration, problem resolution, support, process mapping, system testing and development, security access, and training. Analyzes, implements, and supports campus databases running in a Microsoft SQL environment. Provides end-user support in the development of database ad-hoc queries using query tools.

Essential Functions

- Develop procedures to ensure integrity of ERP system, and databases;
- Share a lead role in implementing, managing, and supporting software applications, scripts, and programs;
- Assist the Director of IT in developing an umbrella-approach to the College's software management processes and practices;
- Collaborates with, and provides on the job training and oversight for the Technology Program Analyst;
- Work with the IT Team(s), both internal and external, to ensure timely implementation of new applications;
- Work with the IT Team(s), both internal and external, to provide technical and functional support relevant to software applications to faculty, staff, and students;
- Ensure that external/internal regulations and policies governing data management are met, including regulations concerning security, audit and privacy;
- Troubleshoot application software and database problems on a timely basis;
- Maintain liaison with business and technical staff and extended support organizations for resolution of ERP and database problems;
- Provide support to a broad range of database issues in a Microsoft SQL server environment;
- Assist end-user development of ad-hoc queries of ERP data in a Microsoft SQL database;
- Work with end-users to analyze, design, construct and implement small applications in support of regular business operations; document applications and provide cross-functional training as needed;

- Coordinate the design and testing of application/database system upgrades with users and technical staff;
- Prepare test plans and evaluate test results for application implementations, modifications or upgrades;
- Develop training materials for end users;
- Maintains confidentiality of information exposed to in the course of business regarding students, supervisors or other employees;
- Contributes to a safe educational and working environment by participating in all drills and training and being prepared to take action should a health or safety emergency occur;
- Requires the kind of teamwork, supervision, and personal interaction, that cannot be had in a home office situation; therefore, regular and predictable on-site attendance is a job requirement;
- Other duties as assigned.

Minimum Education, Skills and Abilities

- A Bachelor's degree in Computer Information Systems or a closely related field and three years of increasingly responsible experience in an information technology environment;
- Web knowledge and experience supporting web-based products;
- Fully developed PC skills including Networking and Internet/web technology;
- Aptitude and motivation for quickly learning new software applications;
- Experience with ERP systems in an information technology environment;
- Demonstrated knowledge of SQL database management, in a multi-user client/server environment and the ability to access data in a complex, multi-purpose client/server software system (Such as Ellucian Colleague);
- Demonstrated knowledge of technical support and use of ad-hoc query tools such as Informer, Zogotech, Synoptix, or Business Objects;
- Expertise and experience with application programming tools such as Visual Basic and advanced SQL;
- Ability to work independently and in a team environment; diagnose problems and recommend appropriate solutions; read and interpret technical manuals and documentation; coordinate project implementation; diagnose end user and programming problems and coordinate resolutions;
- Ability to communicate effectively both orally and in writing;
- Ability to identify and provide user training on a variety of software applications;
- Ability to establish cooperative working relationships with persons contacted in the course of performing assigned duties.

Preferred Education, Skills and Abilities

- Experience in a college or university setting using Ellucian with a Microsoft SQL Server based database;
- Experience with Informer, Zogotech, Synoptix, and Business Objects from the Technical support perspective (application support, object definitions, end-user support, etc.)
- Experience administrating Enterprise Class, Small, and Medium Business (SMB) sized applications;
- Experience managing a Learning Management System (LMS) (e.g., Canvas);
- Experience managing a Customer Relationship Management (CRM) application (E.G., CRM Advise);
- Experience with database management system (DBMS);
- Experience with programming basics and programming language (e.g., Structured Query Language – SQL, JavaScript);

- Experience in self-directed and self-taught skills or knowledge required for competence in a specific software application; and
- A passion for learning and for making a difference.

Work Environment / Physical Requirements

- Work primarily in a climate controlled environment with minimal safety/health hazard potential. Sedentary, sitting, walking, occasional lifting (overhead, waist level) from floor, bending, frequent near vision use for reading and computer use; frequent stressful conditions (cardiovascular).

Special Requirements

- Ability to meet a flexible work schedule including some evenings and weekends;
- Must complete a Criminal background check prior to employment.

NOTE: The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills and physical demands required of personnel so classified.

APPLICANT: Are you capable of performing in a reasonable manner the activities involved in the job or application for which you have applied? _____

_____   _____
Signature   Date