



JOB DESCRIPTION

JOB TITLE: Systems Analyst	FLSA: Exempt
Department: Information Technology	Date Reviewed: 5/19/2015
Security Sensitive: Yes	Grade: C-42
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, 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;
- 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;
- Assist, analyze, plan and implement data conversion of existing data into new ERP system (Ellucian Colleague);
- 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;
- 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 Microsoft FRx and 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 Business Objects from the Technical support perspective (application support, object definitions, end-user support, etc.)

Work Environment / Physical Requirements

- This position is primarily sedentary, working at a desk or attending meetings in a climate controlled office. Frequent near vision use for reading.

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