

JOB DESCRIPTION

JOB TITLE: ERP Programmer Analyst

REPORTS TO: Director of Applications

CLASSIFICATION: Administrator

FLSA Status: Exempt

SUMMARY:

The ERP Systems Programmer provides experienced process and system application development and support services to meet the institution's data collection and business needs. This will include troubleshooting issues, performing upgrades, maintaining application integration, and developing custom reports. Additional responsibility for ancillary systems as needed.

This position will be responsible for coordination with stakeholders and user groups to identify solutions that improve business processes, implementing process and system changes, coding, testing, supporting and documenting new computer programs, including mobile solutions. This includes taking a leadership role in the software development life cycle to ensure project tasks are completed. This position is expected to have advanced knowledge of the enterprise-level ERP software used within the College (such as Jenzabar, JICS, PowerFAIDS, JICSMobile, SecureCheck, etc.).

ESSENTIAL DUTIES AND RESPONSIBILITIES:

This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed while in other cases related duties may also be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Develops programming and scripts to automate the functionality of the Enterprise Resource Planning (ERP) application.
- Possesses analytical, system-related problem-solving skills by using diagnostic techniques and protocols.
- Ability to automate system administration tasks using scripting tools and modern programming languages.
- Possesses a strong customer service focus.
- Develops new applications or work with vendor to install packages.
- Researches and recommends changes in the enterprise application through internal customization, third-party products, etc. and identifies opportunities for increased productivity and reduces costs through customization and integration between enterprise applications.

- Works with the Director of Technical Services to develop documentation, training programs and other resources for help desk personnel so that they are adequately prepared to provide enterprise applications support services.
- Works with the Network and Help Desk managers to plan and coordinate all support needed to provide 24x7 uptime for critical applications and network services.

MINIMUM QUALIFICATIONS

Education:

- Bachelor's degree in Computer Science, Masters preferred, and/or position-related industry experience; certifications strongly preferred.

Experience:

- Must have experience in software development life cycle.
- Must be willing to learn new technologies as required for the job using documentation, professional development, and other available sources.
- Familiar with handling multiple assignments with changing priorities while meeting deadlines.
- Must be flexible to work off hours as required to install product upgrades, support production problems and other college emergencies.

Knowledge, Skills and Abilities:

Technical Skills Preferred

- Programming Languages: .Net Framework (such as VB.NET, C#, ASP.NET), Java, C/C++, SQL, PL/SQL, XML, HTML.
- Operating Systems: All windows platforms.
- Software: Microsoft Office Suite, Crystal Reports, Microsoft Reporting Services, Microsoft Sharepoint, Microsoft Visio, Microsoft Source Safe.
- Database: Microsoft SQLServer 2012 or later, Oracle 9i or later, MySQL.

Administrative Skills

- Excellent verbal and written communication skills.
- Ability to work independently or in a group.
- Highly flexible and open to new ideas.
- Detail oriented and self-motivated.
- Ability to maintain confidentiality in regard to information processed, stored, or accessed by the systems.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Frequent use of hands to finger, handle, or feel; reach with hands and arms
- Occasionally required to stand and walk
- Regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds
- Specific vision abilities required by this job include close vision, and ability to adjust focus

- Frequently required to sit for long periods of time
- Walking about and between buildings
- Reaching and handling documents, books, materials, office supplies, office equipment – computer, printer, copier.
- Rotating body to access files.
- Regularly required to talk or hear
- Close-computer work, reading and working on reports, documentation, using copier.
- Vision Distance – Classroom observations, checking open lab usage, attending to building issues
- Peripheral – working in office setting, using computers, printers, copiers,
- Depth – navigating hallways, classrooms, stairwells, campus.
- Focus – interpersonal encounters and conversations, transition from computer to hardcopy.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in indoor conditions and regularly works near video display. The employee occasionally works in evenings or on weekends. The noise level in the work environment is usually moderate.