



JOB DESCRIPTION

JOB TITLE: Senior Programmer Analyst/Enterprise Applications

REPORTS TO: Director of Applications

CLASSIFICATION: Administrator

FLSA Status: Exempt

SUMMARY:

Under the general direction of the Director of Applications and College senior staff, this position provides experienced process and system requirements definition, analytical and/or programming capabilities, computer application development and/or maintenance, and support services to meet client IT and business needs.

This position is responsible for all aspects of the enterprise application lifecycle, including coordination with user groups to identify solutions that improve business processes, implementing process and system changes, system training, and other user-focused activities. This position is expected to have advanced knowledge of the enterprise-level 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.

- Works with the Vice President of IT and the College's enterprise applications stakeholders to develop and implement an enterprise applications strategy that will be used to help achieve the College's mission and goals.
- Works directly with college administrators and staff to review processes concerning the use of and interaction with the enterprise applications. Leads efforts to incorporate enterprise application solutions to enhance college business processes.
- Researches and recommends changes in the enterprise application environment through internal customization, third-party products, etc. and identifies opportunities for increased

productivity and reduces costs through customization and integration between enterprise applications and other information systems to make the college more efficient and effective.

- Coordinates and conducts user training on the enterprise applications, as appropriate.
- Plans and manages the installation of enterprise application upgrades, integrations with other information systems and other system changes.
- Works with the Director of Technology 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 enterprise applications users to provide ongoing troubleshooting, support and maintenance of Production Applications.
- 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.
- Evaluates, recommends, and implements improvements to the applications infrastructure, as needed.
- Develops programming and scripts to automate the functionality of enterprise business applications.
- Performs departmental related duties as required.

MINIMUM QUALIFICATIONS

Education and/or Experience:

- Master's degree (M. A.) or equivalent; or four to ten years related experience and/or training; or equivalent combination of education and experience.
- Bachelor's degree in Information Technology or related field, minimum. Multiple position-related industry certifications strongly preferred.
- Minimum of five years of professional experience working in an IT environment, with a minimum of three years of experience working as an Applications Manager or comparable position.

Skills and Knowledge:

- Ability to follow technical instructions, both verbal and written.
- Ability to solve system-related problems by using diagnostic techniques and protocols.
- Possess an above average programming ability, knowledge of and functional use of SQL, InfoMaker, Izenda, and MS Office applications.
- A general understanding of a learning management system and web design techniques and a basic knowledge of relational database systems.
- Effective verbal and written communication skills. Ability to effectively present information to top management, public groups, and/or boards of directors.
- Ability to maintain confidentiality in regard to information processed, stored, or accessed by the systems.
- Ability to develop knowledge of, respect for, and skills to engage with those of other cultures or backgrounds.
- Ability to automate system administration tasks using scripting tools and modern programming languages.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or

members of the business community.

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to design, program, test, and implement programs and/or scripts to solve business needs.

Characteristics

- Understands College policies and procedures.
- Possesses a strong customer service focus.
- Able to work as a team member.
- Well organized.
- Strong communicator.
- Possesses good judgment, problem solving, and project management skills.

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.