EAST CENTRAL COLLEGE

JOB TITLE: Enterprise System Administrator Associate
DEPARTMENT: Information Technology | **FLSA:** Exempt
LOCATION: Union Campus | **LEVEL:** 205
REPORTS TO: Enterprise System Administrator | **DATE:** 1/18/23

POSITION SUMMARY: Responsible for the installation, configuration, maintenance, security, and disaster recovery of enterprise information systems, database management systems and integrated applications; and the analysis, design, development, implementation, and maintenance of local applications to automate user processes.

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: *(comparable training, education or experience may be substituted for the minimum qualifications)* Completion of Associates Degree; Bachelor's degree preferred in computer science, Computer Information Systems, Computer Programming, or a computer related field; Five years of experience as a Computer Programmer, Data Manager, or related occupation.

ESSENTIAL TASKS: *Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor.*

- Perform the installation, configuration, maintenance and upgrade of enterprise information systems, database management systems and integrated applications.
- Work with the Business Analyst, Enrollment Services on assignments related to the Student Services department.
- Coordinate with college users to evaluate process requirements and implement, develop, or modify software applications to provide required automated services, data extracts, and reports.
- Provide user support and training for implemented information systems, database management systems and integrated applications; diagnose and resolve problems reported by academic and administrative users.
- Ability to communicate effectively in a professional, tactful, and courteous manner with students, employees, faculty, and the public.
- Implement and update security measures to maintain the integrity of institutional data resources and prevent unauthorized system access.
- Employ disaster recovery systems and develop backup procedures to ensure reliability of data resources and recoverability in the event of a catastrophic event.
- Maintain an accurate inventory of installed information systems, database management systems, application software and associated hardware; ensure that maintenance agreements and licenses are current and accurate in accordance with college policy.
- Advise the Enterprise System Administrator of technical issues and consult with vendor support agencies to resolve problems and determine system and software requirements.
- Acquire and maintain the requisite technical skills to perform information and database systems management and application development activities. Skills working with Unidata, Unibasic, UniQuery, Envision/Colleague Studio, C# .Net/Visual Studio, HTML, Javascript, MVC, JSON/API/Restful web services desired.
- Capable of picking up unfamiliar technologies quickly and working effectively in an agile environment as well as creative at designing and building solutions to complex problems.
- Develop and maintain operational, procedural, and informational documentation for information systems, database management systems, implemented security measures and disaster recovery procedures.
- Develop instructional materials and provide training for installed hardware and software.
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, diversity, empowerment, service, learning and collaboration.
- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty and the general public.
- Ensure that all activities are conducted within the established College policies, FERPA guidelines and other applicable laws pertaining to employment and education.
- Perform assigned responsibilities, other related duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision.

KNOWLEDGE, SKILLS, and ABILITIES:
Knowledge of department and college policies, procedures, and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations. Knowledge of College Information Technology Policy. Familiarity with enterprise information systems, database management systems, and disaster recovery utilities. Proficient with standard programming languages, control algorithms, data structures and accepted programming practices used in software development.

LEADERSHIP and COMMUNICATION SKILLS:
Communicate clearly and effectively at all levels, both verbally and in writing. Comprehend and follow detailed instructions provided in verbal, written and graphic formats. Understand and adhere to etiquette principles for voice and data communications. Present complex technical concepts in non-technical terms. Establish and maintain cooperative working relationships within the department, with internal and external agencies, and with college constituents.

DECISION-MAKING and ANALYTICAL SKILLS:
Interpret and apply technical documentation for the installation, configuration, and operations of information systems, database management systems, application software and associated equipment. Analyze technical issues and user requirements to develop automated solutions using prescribed methods and implement operational procedures to provide the required functionality.

EQUIPMENT/SOFTWARE:
Hardware: File servers, workstations, peripheral devices (printers, scanners, etc.), data storage devices, and disaster recovery equipment

Software: Enterprise information systems, database management systems, integrated software applications, programming languages and compilers, server operating systems, workstation operating systems, disaster recovery systems, service applications (e-mail, calendar, help desk, etc.),

PHYSICAL DEMANDS AND WORKING ENVIRONMENT: The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor. The employee may be required to work or meet in the evenings and/or on weekends. The employee may be required to travel out-of-state as well as locally to participate in meetings, conferences, and other activities related to the operations of the colleges.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to lift, carry, push, and/or pull up to 10 lbs; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

POSITIONS SUPERVISED: None

SIGNATURES: *This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to the job.*

I have read and reviewed the above job description with my immediate supervisor. This job description has been designed to indicate the general nature and level of work performed. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required for the job.

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Employee Signature/Date