

**JOB TITLE:** Enterprise System Administrator**DEPARTMENT:** Information Technology**LOCATION:** Union Campus**REPORTS TO:** Director, Information Technology**FLSA:** Exempt**LEVEL:** 206**DATE:** 2/15/23; 6/28/13

**POSITION SUMMARY:** The Enterprise Systems Administrator is responsible for the installation, configuration, maintenance, operations and security of enterprise administrative and academic information systems and its integration with custom or third-party software systems, application software, disaster recovery procedures, 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)*

Bachelor's Degree in Computer Science, Computer Information Systems, Software Development, or a computer related field; five - eight years of experience as a Software Developer / Analyst, Data Manager, or related occupation. Colleague experience as system administrator preferred. Knowledge of computer hardware, software, programming languages, analysis, and educational systems. Knowledge of standard business functionalities. Strong documentation skills. Must understand security and data integrity controls and protocols.

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

- Manages and leads in the implementation and support of the Enterprise Resource system. This includes analyzing current processing and procedures and advising appropriate alternatives for the college's business areas which include but is not limited to the General Ledger, Budgeting, Accounts Payable, Accounts Receivable, Fixed Assets, Human Resources, Payroll, Course Management, Instructional Management, Admissions, Advising, Registration, and Financial Aid.
- Analyze the effect of vendor patches prior to their installation in Colleague software systems; Coordinate the installation of Colleague vendor patches and system upgrades with users.
- Consults with supervisor, software developers, information technology personnel and end users to gather information about program intent, functions, features, data requirements, input requirements, output requirements, internal and external checks and controls, hardware and operating system environment, and interfaces with other systems.
- Maintain functional and technical interfaces with a diverse set of peripheral systems, including but not limited to: Learning Management system, Procurement system, Student Conduct system, Learning/Tutoring system, Financial Scholarship system, Library Consortium system, College Board placement system, eCommerce system, Customer Relationship Management system, Active Directory, Department of Education system, Report writing system, National Student Loan Clearing house system, Course Evaluation system, Bookstore system, Payment Plan system, Imaging system, Print management system, State of Missouri Retirement system.
- Creates test transactions and runs tests to find errors and confirm program meets specifications.
- Coordinates with other software developers about program revisions
- Effectively resolves complex problems by conducting a thorough analysis and employing appropriate strategies for resolution.
- Performs project and staff management for System related projects.
- Coordinates with the Business Analyst, Enrollment Services on assignments related to the Student Services department.
- Provides analysis of existing and new processes with an eye for continuing improvement
- Assists in the planning of budgets, upgrades, and direction of Enterprise System resources.
- Provides guidance and assistance other members of the Information Technology department.

- Implement, maintain, and update security measures to ensure the integrity of institutional data resources and prevent unauthorized access to those systems.
- Implement disaster recovery systems and develop procedures to ensure reliability of institutional data resources and recovery in the event of a catastrophic event.
- Diagnose and resolve problems and concerns associated with implemented information systems, reported by academic and administrative users.
- Advise the Director of Information Technology of technical issues and consult with vendor support agencies to resolve problems.
- Acquire and maintain the requisite technical skills to perform systems management activities in support of institutional data processing.
- Develop and maintain operational, procedural, and informational documentation for enterprise information systems, implemented security measures and disaster recovery procedures.
- Perform assigned responsibilities, duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision.
- Develop instructional materials and provide training for installed software. Must be comfortable mentoring and training staff and other members of the college community.
- 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:**

**College:** Knowledge of college policies and procedures; perform job duties in a safe and efficient manner

**Department:** Knowledge of College Information Technology Policy, procedures and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations; knowledge of current systems and standards and their practical application in the enterprise environment; proficiency with enterprise information systems, application software, scripting and programming languages, and disaster recovery utilities; Interpret and apply technical configuration specifications for application software, and disaster recovery systems; analyze technical issues and user requirements to develop solutions using prescribed methods and implement procedures to provide the required functionality.

**COMMUNICATION SKILLS:** Ability to 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; ability to communicate effectively in a tactful and courteous manner with a variety of people, including students, employees, faculty, and the general public; ability to read and interpret documents; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion; ability to verbalize understanding of a problem or situation, ask relevant questions for clarification, and explain it to others; good oral and written communication skills to convey ideas, facts, and information effectively and accurately to students, staff, faculty, and the general public.

#### **EQUIPMENT/SOFTWARE:**

**Software:** Server operating systems, workstation operating systems, enterprise information systems, –service applications (e-mail, calendar, help desk, etc.), database management systems network authentication and security methodology, disaster recovery systems.

**Colleague System Administration:** Web API Site Administration, Self Service Site Administration, Ellucian Ethos Administration, ILP Administration, Informer Functional Administration, Perceptive Content Administration, Nelnet Software Administration, Enterprise Database Administration.

**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

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