

## JOB DESCRIPTION

POSITION: MIS Systems Analyst

CLASSIFICATION: Administrative

DEPARTMENT: Information and Instructional Technology Services

REPORTS TO: Managing Director of MIS Services

### JOB FUNCTION:

Serves as a member of the MIS team with responsibilities that include the design, specification, implementation and support of new functionalities, emerging technologies, business process re-engineering and third-party integration. This person will participate with members of the MIS team to analyze, design, test, document and implement new and unused MIS application functionality, extend the use of more efficient existing technologies and procedures as well as serving as an integrator of in-house and third-party systems. A successful candidate will have a strong knowledge of database management systems and concepts, systems analysis tools, data integration tools, web-based solutions, and familiarity with an academic environment. This position will also work to help support, troubleshoot, and maintain the Ellucian/Colleague/Self-Service/Ethos/CRM Advise application and systems software.

### ESSENTIAL ELEMENTS:

1. Participates in a team environment with members of the MIS team to analyze, design, build, test, document, implement and support new functionalities, new software, and new solutions.
2. Works with members of the MIS Team and members of the college community to implement, support, maintain and grow the usage of **Ellucian CRM Advise**.
3. Works to identify and help implement more efficient and effective use of existing technologies and resources.
4. Identifies and helps implement business process reengineering opportunities using new and existing technologies.
5. Serves as an agent for change to help move the college to more efficient and effective use of technology resources.
6. Works with members of the MIS team to monitor emerging technologies and industry best practices to determine if they may be beneficial to the college.
7. Serves as primary data integrator for in-house systems and third-party systems.
8. Helps members of the MIS team conduct testing and training for new and existing functionalities and helps design and create necessary documentation.
9. Serves as analyst for newly identified needs, software efficiencies, and overall best practices in the use of our Ellucian/Colleague systems.

10. Helps research and suggest solutions for new and emerging technology needs on campus.
11. Assists in the day-to-day support, troubleshooting and maintenance of the Ellucian/Colleague operating system, database management system, data backup procedures, reporting systems and peripheral systems.
12. Works with members of the MIS team to learn and support the Ellucian/Colleague, CROA, Self-Service, Communications Management, UI, Ethos, CRM Advise and related software.
13. Assists in the development of required procedural documentation.
14. Helps perform routine operations associated with Ellucian/Colleague maintenance, (i.e., backups, purge functions, software testing for new programs and releases, etc.)
15. Serves as Secondary Response Line Contact with Ellucian and secondary support position for existing MIS team members.
16. Attends and conducts training sessions as required.

#### NON-ESSENTIAL ELEMENTS:

1. Preferred knowledge of academic institutional software that includes Ellucian/Colleague, CROA/Business Objects reporting tools, Ellucian Ethos, Self-Service, CRM Advise, web tools and Unidata/U2 and SQL database management systems.
2. Knowledge of Linux/Unix, SQL, and SSL certificate management a plus.
3. Performs other duties as assigned.

#### REQUIRED SKILLS, EXPERIENCE AND TRAINING:

Minimum educational requirement, Bachelor's Degree in CIS (Computer Information Systems), MIS (Management Information Systems) or related field (completed or in progress) or relevant experience with systems analysis, systems design, database concepts, data integration and business process reengineering.

- Excellent organizational and documentation skills.
- Well-developed interpersonal communication skills.
- Ability to interact with staff members, college personnel and constituents
- Ability to work independently and help manage long-term projects
- Ability to operate office machines and equipment.
- Strong logic, problem solving and trouble-shooting skills.

WORKING CONDITIONS: Typical office working conditions.