

JOB DESCRIPTION

POSITION: MIS Senior Support & Principal Systems Analyst

CLASSIFICATION: Exempt

DEPARTMENT: MIS Services, McGowan Hall

REPORTS TO: Managing Director of MIS

JOB FUNCTION: Serves as application expert on all Ellucian/Colleague software and related systems and reporting tools. Works closely with Ellucian/Colleague offices to research, implement, document and train end-users on new and existing solutions and best practices. Works as project manager with Ellucian/Colleague offices to help implement new functionality, data transfers, software integration and day-to-day troubleshooting. This person will serve as an application-level liaison between various Ellucian/Colleague offices to ensure processes and procedures satisfy each department's needs. Also serves as person responsible for designing and organizing the appropriate workflows for Colleague and 3rd party systems integration. A successful candidate will have a strong knowledge of the Ellucian/Colleague applications and integrated systems as well as the associated reporting and data manipulation tools.

Essential Elements:

1. Works to continually learn and stay updated on all Ellucian/Colleague applications, associated systems and reporting tools.
2. Works to train end-users on the most efficient use of their Ellucian/Colleague software modules as well as best practices for the use of our associated application software.
3. Creates, maintains, schedules and supports new reporting needs using various reporting tools and standard reports.
4. Works to create, test, deliver, document and support 3rd party data downloads.
5. Serves as primary contact for 3rd party software and application coordination.
6. Serves as project manager for 3rd party software integrations with Ellucian Systems.
7. Serves as primary project manager for 3rd party data downloads and data needs.
8. Works to monitor overall Enrollment Management initiatives within Ellucian systems.
9. Tests and helps implement Ellucian/Colleague software updates and regulatory releases.
10. Works to help integrate the policies, processes and procedures across all office to ensure the most efficient use of our Ellucian/Colleague software.
11. Responsible for the design and structuring of appropriate workflows for Ellucian systems and 3rd party systems.
12. Evaluate causes as well as effects of business process issues, analyze options and proposes solutions.
13. Works to monitor, document and help implement best practices for Ellucian/Colleague software usage.
14. Helps document procedures and day-to-day operations in each department and/or software module and works to develop, update and maintain this documentation.

15. Works to research, design, implement and document new/unused software procedures and usage as well as updated features in the Ellucian/Colleague application software.
16. Monitors new and emerging trends in the Ellucian/Colleague software and related systems.
17. Serves as primary contact between MIS teams and Ellucian/Colleague users.
18. Actively participates in the account creation process for new users on campus.
19. Helps to evaluate and integrate 3rd party software with the Ellucian/Colleague applications.
20. Trains departmental staff in the use of the reporting and query languages to ensure reporting accuracy and understanding.
21. Works to audit and implement more accurate and timely reporting in all departments.
22. Works to test and coordinate testing of all new software releases and patches.
23. Works with Ellucian/Colleague users to help develop new codes and tables and standardize the naming/usage of these codes.
24. Responds to day-to-day HELP line calls.
25. Serves as primary Ellucian Response Line contact.
26. Serves as backup to the Managing Director of MIS

Non-Essential Elements:

1. Assist in inter-departmental communication & training to help Ellucian/Colleague departments coordinate their activities and software usage.
2. Performs other duties as assigned.

Required Skills, Experience and Training:

- Minimum educational requirement, Bachelor's Degree in Information Technology/Computer Science/Information Systems or related field or minimum 5-years relevant experience with computer applications in an academic setting.
- 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 manage long-term projects
- Ability to operate office machines and equipment.
- Strong logic and trouble-shooting skills.

Working Conditions:

Typical office working conditions.