JOB DESCRIPTION

Title of Position: Programmer/Analyst
Department: Information Technology
Classification: Professional Managerial, Exempt
Employment Status: Regular, Full-time, 12-month Flexible schedule required, including some evening and weekends

Function of Position
Provide programming support for the College’s ERP system, Ellucian Colleague, which involves problem resolution, analyzing and managing data resources, and creating and implementing programming solutions to provide strong service to both internal and external users. Work with users in testing solutions. Develop and apply internal procedures and policies to ensure quality work.

Organization Relationship
The Programmer/Analyst reports to the Dean of Information Technology, who reports to the Vice President of Administrative Services, who reports to the President.

Qualifications of the Position

Required
- Associate’s Degree in Information Technology or related field
- Minimum of one or more years of related programming experience
- Knowledge of SQL and C Sharp programming languages
- Proficient in logic for programming in various languages and query design
- Experience with problem solving, application troubleshooting, support, and resolution
- Demonstrate excellence in teamwork as well as oral and written communication skills
- Strong organizational skills and the ability to manage multiple concurrent priorities
- Demonstrated understanding of and commitment to the community college mission

Preferred
- Experience working in higher education
- Experience working with a relational database management system (RDBMS)
- Strong network/data security knowledge to provide protection of confidential data
- Experience working with Microsoft Sharepoint

Essential Functions:

- Work with customers to solve problems, provide guidance and enhance their ability to use functional modules in Colleague.
- Analyzes and performs programming requests, modify or design programs to fulfill end-user and business needs of the College.
- Support departmental staff and administration by providing solutions for continuous improvement of the College’s business processes.
• Develop and maintain custom solutions utilizing software development tools based on the Colleague environment.
• Assist with the maintenance of the Colleague web interface including the College’s internal portal, using Microsoft Sharepoint.
• Train and support end-users in the use of software related to the College’s ERP solution and web sites to maximize the use of the administrative computer system.
• Write and maintain documentation to describe program development, logic, coding, testing, changes and corrections.
• Develop and maintain custom reports or queries using SQL reporting tools.

Other Functions:
Perform other duties as assigned.

Supervisory Controls:
This position is expected to work independently with a minimum amount of supervision. Employee will also use independent judgment and discretion on a regular basis. Consultation with supervisor is available as needed.

Guidelines:
Employee will follow all College policies and procedures as well as all local, state, and federal laws. Position is also expected to adhere to and promote College Core Values of honesty, respect, fairness, compassion, and responsibility. Some evening and weekend hours required.

Personal Relationships:
Position has daily contact with College employees, students, community members, Board of Trustees, and outside organizations.

Physical Demands and Work Environment:
Work in a fast-paced, team environment with frequent interruptions. Must hold a valid driver’s license with no restrictions and possess reliable transportation. Evening and weekend work hours, occasional long and irregular hours necessitated by special events/projects, compliance with deadlines. May require some work to be completed at home. Also requires lifting of materials up to 50 pounds for the unpacking and moving of various equipment.
Signatures:

By my signing below, I am acknowledging that I have read this job description and understand the requirements of this position.

_____________________________  ______________________________
Signature of Employee             Date

_____________________________  ______________________________
Supervisor                         Date

_____________________________  ______________________________
VP of Admin Services                Date

_____________________________  ______________________________
President                          Date

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