



## JOB DESCRIPTION

<b>JOB TITLE:</b> ERP Programming Analyst	<b>FLSA:</b> Exempt
<b>Department:</b> Information Technology	<b>Date Revised:</b> March 7, 2016
<b>Security Sensitive:</b> Yes	<b>Grade:</b> C42
<b>Reports To:</b> Director of Information Technology	

### **Job Summary**

Provides technical and functional support in the areas of: ERP (Enterprise Resource Planning) systems administration, problem resolution, support, process mapping, system testing and development, security access, and training. Oversees and designs, develops, tests, deploys, and maintains data processing solutions to enhance the ERP systems. Works closely with the Director of Information Technology in developing and achieving strategic goals for Information Technology and supporting the Institutional goals of Galveston College.

### **Essential Functions**

- Develops procedures to ensure integrity of ERP system and databases;
- Ensures that external/internal regulations and policies governing data management are met, including regulations concerning security, audit and privacy;
- Thoroughly understands ERP subsystem in order to assign appropriate system access to users at different levels across the institution;
- Troubleshoots application software and database problems on a timely basis;
- Works as a system analyst with key personnel to help define user needs and develop data processing solutions;
- Works with end-users to analyze, design, construct and implement small applications in support of regular business operations; document applications and provide cross-functional training as needed;
- Provides support to a broad range of database issues in a Microsoft SQL server environment;
- Prepares test plans and evaluates test results for application implementations, modifications or upgrades and involve appropriate end-users and technical staff;
- Develops and presents training materials for end users;
- Performs maintenance and updates of the ERP system and subcomponents;
- Maintains and updates existing custom code;
- Monitors scheduled background processes to ensure that automated processes are functioning correctly;
- Assists with System Administration tasks where they involve ERP components (Server migration, disaster recovery / business continuity, synchronization processes);
- Maintains confidentiality of information exposed to in the course of business regarding students, supervisors or other employees;
- Contributes to a safe educational and working environment by participating in all drills and training and being prepared to take action should a health or safety emergency occur;

- Requires the kind of teamwork, supervision, and personal interaction, that cannot be had in a home office situation; therefore, regular and predictable on-site attendance is a job requirement;
- Performs all other duties as assigned.

**Minimum Education, Skills and Abilities**

- A Bachelor’s degree in Computer Information Systems or a closely related field;
- Three years of increasingly responsible experience in an information technology environment;
- Three to five years of experience in a college or university setting supporting an ERP;
- Three to five years of experience supporting database and database applications;
- Demonstrated knowledge of systems analysis, database management, and information technology principles;
- Experience with reporting and analytic applications (Business Objects, FRX, Synoptix, etc) from the Technical support perspective (application support, object definitions, end-user support, etc.);
- Customer service minded and solutions oriented;
- Ability to work with a variety of personalities especially employees experiencing frustration with technology;
- Ability to interpret or discuss information with others, involving terminology and concepts not familiar to many people;
- Ability to regularly provide advice and recommend actions involving complex issues;
- A professional and pleasant demeanor;
- Ability to exercise substantial judgment and work with limited supervision.

**Preferred Education, Skills, and Abilities**

- Five years of increasingly responsible experience in an information technology environment;
- Five-plus years of experience in a college or university setting supporting an ERP, Ellucian Colleague preferred;
- Five-plus years of experience in a college or university setting supporting database and database applications, Microsoft SQL preferred;
- Experience with Zogotech.

**Special Requirements**

- Ability to work a flexible schedule, including some evenings and weekends;
- Subject to a criminal background check prior to employment.

**Work Environment / Physical Requirements**

- This position is primarily sedentary, working at a desk or attending meetings in a climate controlled office. Frequent near vision use for reading and computer work.

**NOTE:** The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills and physical demands required of personnel so classified.

**APPLICANT:** Are you capable of performing in a reasonable manner the activities involved in the job or application for which you have applied? \_\_\_\_\_

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Signature

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Date