

JOB TITLE: Senior Programmer/Analyst – Development Office

JOB OBJECTIVES: Maximize the success of the College's Development Office in using software tools to achieve desired results by bringing these information technology (IT) skills into the Development Office: business systems analysis, programming, systems administration, data modeling, and IT support and training. Empower the Development Office with technology such that business processes run efficiently and cost-effectively, data informs fundraising efforts, and College constituents have access to web, mobile, and communication services to easily stay connected and involved with the College.

ESSENTIAL JOB FUNCTIONS:

- Extend and/or configure vendor solutions to meet new or changing business needs, including: develop/modify data entry forms, data tables/views, reports, data processing scripts, and batch jobs; extract data from and import data into systems; create/manage communications from systems; build interfaces between systems
- Understand and follow proper change management procedures in all development work
- Provide software support to all Development Office personnel using the enterprise system and related software; this includes answering questions, resolving software issues/problems, writing documentation, and doing training
- Work with IT and Ellucian Managed Services to request software updates and patches
- Work with IT, the vendors, and Development Office personnel to test software updates and to track and resolve any issues
- Log software issues/problems with IT and the appropriate vendor
- Provide expert knowledge of the enterprise system's data structures and functionality, including data entry screens, reports, processors, letters and other formatted communications, web-based functionality, and work-flow
- Oversee the department's data integrity efforts; write scripts to identify/correct data integrity issues; document data integrity standards and procedures
- Communicate regularly, both verbally and in writing, with users and management, regarding the status of work requests and projects
- When large technology projects are undertaken that involve the Development Office, act as the main technology spokesperson for the department in communicating needs/expectations/questions to the project manager; ensure Development Office staff understand what is required of them and get project tasks they are assigned completed in a timely fashion
- As assigned, review and/or set up Development Office user security access to the enterprise system, and related systems
- Develop and maintain technical and end-user systems documentation
- To the degree necessary to adequately support the Development Office, learn all technology systems that the department uses that interact with the enterprise system
- Interface with the IT Systems/Networking team as necessary to ensure that business users have the network, server, storage, data base, and printing access and services they need
- Interface with the IT Technical and Instructional Support team as necessary to ensure that the business users have the PC hardware and software they need
- Analyze new and changing business needs and identify technology solutions to address those needs
- Implement vendor solutions to new or changing business needs

JOB STANDARDS:

- Bachelor's degree
- Minimum of 5 years of programming experience in an enterprise environment, preferably in Higher Education

JOB LOCATION AND HOURS:

- This position is physically located in the Development Office
- This position has dual reporting lines to the Development Office (VP of Development) and the Information Technology department (Chief Information Officer)
- This is an exempt position
- Standard College business hours (M-F, 8-5) with occasional weekend, evening, and/or on-call hours to support special events or critical project deadlines

CRITICAL SKILLS/EXPERTISE:

- Excellent communication skills, both verbal and written
- Outstanding customer service skills and customer service ethic
- Problem solving skills, and the ability to think outside the box to identify solutions to business challenges
- Current knowledge of enterprise systems and related software packages in Higher Education
- Experience with relational database management systems and reporting tools, especially Oracle and MySQL
- Experience with some or all of the following software: Banner Advancement and Advancement Self-Service, Banner Operational Data Store (ODS), Cognos Query Studio, Cognos Report Studio, Cognos Framework Manager, Banner Document Management, Banner Workflow, Luminis Portal, Ellucian Mobile, Evisions FormFusion
- Relevant programming experience, including proficiency with SQL, PL/SQL, and several scripting languages (especially Linux shell scripts, PHP, JavaScript, VBScript, Ruby, Groovy)
- Knowledge of the Windows operating system and the Microsoft Office applications, especially more advanced features of Excel (such as macros and pivot tables) and Word (such as mail merge)
- Working familiarity with web-page design languages, tools, concepts (e.g. HTML5, CSS3, responsive design)
- Familiarity with the business processes and cycles of Higher Education, and an understanding of the interrelationships between departments, data, and systems that must be factored into work plans
- Patient, friendly, empathetic, and professional attitude
- Ability to research, organize and retain an extensive library of technical information
- Ability to work both independently and collaboratively with IT staff and business users

NON-ESSENTIAL FUNCTIONS:

- Represent the College at conferences
- Mentor or supervise a student intern