

JOB TITLE: Applications Administrator
JOB CODE: **AA2019**
REPORTS TO: Vice President of Information Technology/CIO
DIVISION/DEPARTMENT: Office of Information Technology
CLASSIFICATION: Full-time, 12-months, Benefits Eligible
POSTED: May 20, 2019
CLOSES: Open Until Filled

POSITION OVERVIEW:

Reporting to the Vice President of Information Technology/Chief Information Officer, the Applications Administrator contributes to efforts to provide modern, reliable, secure, cost-effective technology to support LeMoyné-Owen's IT services. The Applications Administrator is responsible for the installation, modification, configuration, maintenance, operations and security of enterprise administrative and academic applications. The Applications Administrator monitors the needs of the college and makes adjustments to the systems as necessary, troubleshoot problems, evaluates new technology, and implement recommendations. Additional job duties include researching and testing software patches and updates, configuring new features, managing user access, onboarding and offboarding, and training users on new features. Additionally, the Applications Administrator manages any license utilization required and ensure that the College's data is always secure and the application maintenance support remains active. The Applications administrators must also create reports, write custom coding if needed, and stay updated on the current and future version of the Business systems employed by the college.

DUTIES AND RESPONSIBILITIES:

- Monitor the institution's suite of software applications, document and analyze problems, and publish maintenance schedule
- Sets up administrator and service accounts
- Maintains system documentation
- Interacts with users and evaluates vendor products
- Program in an administrative language (e.g. PL/SQL, SQL, PowerShell)
- Provides advice and training to end-users
- Maintains current knowledge of relevant technologies as assigned
- Troubleshoot, and resolve any reported problems
- Provide application performance tuning
- Review governing regulations to ensure proper program support
- Monitor, update, and maintain integrations with existing and new applications
- Ensure adoption of best practices and industry standards in application use and management
- Collaborate with hardware, OS, DBA technical teams (external and internal) to ensure proper integration of the environment

- Work closely with application development teams and vendors (external and internal) to tune and troubleshoot applications
- Plan and coordinate testing changes, upgrades, and new services, ensuring systems will operate correctly in current and future environments
- Provides second level of technical support for all systems and software components
- Provide Level 2 support for the application and serve as liaison for Level 3 support where applicable (Liaise with vendor support on all issues where applicable)
- Leads and participates in efforts to develop and implement processes for application and system monitoring
- Leads and participates in efforts to implement application updates to include upgrades, patches, and new releases
- Tests, debugs, implements, and documents programs. Assists in the modification of the colleges application products and/or customer/internal systems to meet the needs of the end-user(s)
- Develops test plans to verify logic of new or modified programs
- Develop and maintain the reporting and dashboard infrastructure for the organization
- Fully responsible for problem management activities such as issue resolution and root cause analysis
- Daily monitoring and maintenance activities
- Assist in the day-to-day operations of the Office of Information Technology

QUALIFICATIONS:

- Bachelor's or advanced degree, preferably in computer engineering or computer science, with five or more years of relevant experience
- Certificate in Oracle Database 10g or higher, or equivalent certification or demonstrated experience
- Demonstrated expertise and experience in ERP
- Demonstrated expertise and experience in PowerCampus, PowerFAIDS, Microsoft Great Plains, Banner, Colleague preferred
- Knowledge of Web Services and Services Oriented Architecture is desirable.
- Should be experienced with SQL Query Development as it relates to Microsoft SQL or Oracle relational databases
- Knowledge of Oracle Application Server, Apache Tomcat, and Microsoft IIS a plus
- Understands software and hardware requirements of varied departmental systems
- Understands the workflow and process requirements of complex application systems
- Demonstrated ability to be the subject matter expert in supporting, maintaining, and administering complex applications
- Excellent problem solving/analytical skills and knowledge of analytical tools
- Demonstrated soft skills required such as presentation of ideas and clearly articulate the concepts to senior management
- Ability to effectively interface with technical and nontechnical staff at all organizational levels
- Ability to learn new content areas and new skills quickly and well required
- Professional attitude and work habits
- Understands business functions and can relate processes to the application
- Ability to work through ambiguous work situations

WORKING CONDITIONS/PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to sit, use hands to handle, or feel, and talk and hear. The employee frequently is required to walk. The employee is occasionally required to stand, reach with hands and arms, and stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 50 pounds. Specific Vision abilities required this job include close vision.