

JOB DESCRIPTION

TITLE: Enterprise Information System (EIS) Administrator JD# 220

I. GENERAL RESPONSIBILITIES:

This position has overall responsibility for the administration and maintenance of the College's Enterprise Information System (EIS). Perform updates to databases and various supporting software applications, portals and components. Creates and maintains system access controls via permissions, roles and/or groups. Act as a liaison between users and software vendors to solve problems and perform system updates, maintenance and other system procedures. Create and maintain scripted, ad-hoc and/or customized reports. Work with and assist each area of the College in setting up software and training users. Train the information technology (IT) team members to serve as the backup to this position.

II. REPORTING TO THIS POSITION:

None

III. POSITION REPORTS TO:

Vice President of Administrative and Financial Services

IV. RESPONSIBILITIES: (Illustrative Only)

- 1) Manages daily operations of database maintenance and enterprise information system (EIS) software.
- 2) Maintains a test environment in accordance with IT change management procedures to test new releases of or updates to EIS software.
- 3) Serves as lead Technical Project Manager for updates, modifications and additions to the EIS software.
- 4) Utilizes software architecture and design methodologies and advanced programming skills to design and create enhancements to the EIS software.
- 5) Performs EIS software updates and associated database structure modifications in accordance with IT change management procedures.
- 6) Creates queries and reports on an as needed basis in support of functional areas of the College.
- 7) Troubleshoots and works with our technical partners and the IT team to resolve EIS-related software issues.
- 8) Identifies and pursues needs for application software improvements to satisfy College functional requirements.
- 9) Interfaces and works directly with application software and hardware vendors to

- maintain and enhance the EIS software.
- 10) Researches and monitors new and emerging developments in the requirements and capabilities of EIS.
 - 11) Trains end users in the use of EIS-related software.
 - 12) Assists in creating external data files for import into the database.
 - 13) Assists functional areas in setting up document tracking to help automate information flow.
 - 14) Assists in the configuration and maintenance of a student portal.
 - 15) Creates and maintains permissions and access controls within the EIS software.
 - 16) Assists with the implementation of College-wide applications, such as the document imaging system, and their interface with the EIS.
 - 17) Utilizes the Help Desk system to capture, record, track, and respond to requests for EIS services from the College user community in accordance with IT Help Desk procedures.
 - 18) Maintains complete and up-to-date documentation of the College's EIS and related databases.
 - 19) Assists in the development and maintenance of procedures to support IT policies.
 - 20) Trains the IT team member designated as the backup to this position.
 - 21) Performs other related duties as assigned in accordance with qualifications.

V. SKILLS AND KNOWLEDGE:

Must possess an in-depth knowledge of EIS or ERP operations including related application and operating system software and hardware. Must possess technical project management skills and experience. Must possess knowledge of a wide array of programming languages, including, but not limited to: SQL, XML, HTML, PHP, Java and JavaScript. Should possess the following: a working knowledge of the Windows operating systems; a basic knowledge of network operations and client-server environments; the ability to work effectively with administrators, faculty and staff in academic and administrative functions; the ability to effectively organize and manage multiple tasks; the ability to work independently, exercise initiative and follow through to completion of assigned tasks; strong customer orientation; excellent written and oral communication skills; excellent documentation skills; and experience working in a team environment. Must understand the importance of documentation, change management procedures, test environments, segregation of duties, and availability, confidentiality, and integrity of information. Must utilize the Help Desk system to capture, record, track, and respond to requests for EIS services from the College user community in a timely manner. Needs to work closely with the MIS Administrator, Network Administrator and the IT team.

VI. QUALIFICATIONS:

Bachelor's degree required with three (3) years of experience with SQL database management, customization of databases with SQL, and with report development and at least one (1) year experience with technical project management.

VII. PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to a, personal computer, calculator, copier, and fax machine. Reasonable accommodations will be made.

VIII. SPECIAL REQUIREMENTS: None.

IX. FLSA STATUS: Exempt

X. CLASSIFICATION: 13

XI. CATEGORY: A

President (or Designee)	Date	Employee	Date
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New Position: 04/01/2016

Revised: 2/12/2018