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| Software Support Analyst | |
| **Position Number:** | 00023284 |
| **Department:** | SITACADBUS |
| **Campus:** | SWS |
| **Date of Issue:** | August 2012 |

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| **I.** | Primary Purpose of Position | | |
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|  | Responsible for administering, monitoring and/or customizing the Enterprise Systems, and related tools and interfaces. Provides expertise in and support for the application including deploying and training the software solutions. | | |
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| **II.** | Essential Duties | | |
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|  | Ensure optimal operation and reliability of enterprise level applications and software systems through coordination with developers, systems and database administrators, campus functional experts, and end-users. | | |
|  | Configure, maintain, and design customizations to enterprise level applications and software systems to meet the business needs of the universities and SWS. Design interfaces and integrations for related applications as required. | | |
|  | Consult with and interview functional experts to gather functional requirements for new software, changes to existing software, and changes in business process. Analyze requirements in relation to enterprise level applications and software systems capabilities and functionality. Collaborate with functional experts to determine optimal solutions. | | |
|  | Troubleshoot and facilitate problem resolution in systems and applications interfaces; consult with vendor and other technical staff as required to resolve issues in a timely manner; manage internal and vendor support tickets, and document resolution of issues. | | |
|  | Consult with functional experts to design, build, and implement business rules and effect data changes using delivered application tools. | | |
|  | Assist with the implementation and deployment of enterprise level applications and software systems functionality. | | |
|  | Coordinate security requirements for enterprise level applications and software systems. | | |
|  | Participate in planning, testing, and deployment of new releases, upgrades, software patches and updates to applications. Identify changes which impact functionality and communicate these changes to affected functional offices. | | |
|  | Provide end-user training and assistance in the use of enterprise level applications and software systems. | | |
|  | Assist functional experts and reporting staff in accurately developing reports. Analyze impact resulting from upgrades or software changes on reports and extraction processes and report the same to functional experts and reporting staff. | | |
|  | Participate in the development of policies or standard operating procedures. | | |
|  | Participate on project teams, functional user groups, and other committees and teams where expertise in enterprise level applications and software systems is required.  Participate on multi-discipline teams. May be asked to coordinate and facilitate such teams when appropriate. | | |
|  | Coordinate and consult with other Software Support Analysts on cross functional business processes and interfaces. | | |
|  | Monitor applications to assure security and configuration safeguard classified, private or other sensitive data. | | |
|  | Write and maintain clear and concise documentation for technical systems, operational processes, and functional processes. | | |
| **III.** | Nonessential Duties | | |
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|  | None. | | |
| **IV.** | Supervisory Responsibilities | | |
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|  | None. | | |
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| **V.** | Reporting Relationship | | |
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|  | Reports to the Software Solution Analyst | | |
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| **VI.** | Knowledge, Skills and Abilities | | |
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|  | ***Required:*** | | |
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| 1. Demonstrated ability to create solutions that are the result of analyzing business needs and software capabilities 2. Ability to remotely troubleshoot and resolve issues for end-users 3. Strong organizational, written, verbal and interpersonal skills. Must be able to work with and communicate with people of various knowledge levels 4. Ability to set priorities and follow project schedules 5. Ability to work as a team member and independently 6. Ability to apply project management techniques to assigned initiatives | | | |  |
|  | ***Preferred:***   1. Experience in programming using a high level language 2. Skilled in query languages such as SQL 3. Skilled in Java, Javascript, or other object-oriented programming language. 4. Knowledgeable and experienced with Universal Design and Accessibility concepts. | | |
| **VII.** | | **Qualifications** | |
|  | | ***Required:***  Bachelor’s degree (or equivalent)and three years of recent experience supporting software as a business analyst or a programmer/analyst  ***Preferred:***   1. Experience supporting enterprise level applications and software systems in a functional office or an Information Technology organization. 2. Experience in application support in a higher education or comparable environment OR experience in a functional office managing functional configuration of a complex application | |
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| **Note:** | | | **Systemwide Services reserves the right to assign reasonably related additional duties and to change or reassign job duties.** |

# Signatures

The signatures indicate the employee and immediate supervisor have reviewed the job description and had the opportunity to edit the document.

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| Employee |  | |  | Date |  |
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| Immediate Supervisor | |  |  | Date |  |