**Student Administrative Systems Subject Matter Expert**

**I. PRIMARY PURPOSE OF POSITION:**

The Student Administrative Systems Subject Matter Expert is responsible for working with key stakeholders at the campuses, and within Information Technology, to support the tools used to facilitate the business processes related to student administration in the University of Maine System. This role will support key technological solutions in place at UMS, with a strong focus on our Student Information System (PeopleSoft Campus Solutions). The person in this role will work with users across the system to provide scalable, long-term solutions by leveraging the features, functions, and best practices of the supported platforms. This role will be responsible for understanding available tools and technologies and applying those technologies to business process needs in the various functional areas of student administration and translating those processes to the available tools. Additionally, this position will work closely with other IT staff in managing key support issues, evaluating and implementing new features, and participating in new product implementations.

**II. ESSENTIAL DUTIES:**

1. Serves as an escalation point for complex issues related to the Student Information System or other supported Enterprise Applications
2. Works closely with other IT staff to troubleshoot and resolve issues reported by functional stakeholders
3. Leads discovery efforts for evaluating and recommending the use of new and/or unused features in supported applications based on the functional business needs of the University
4. Serves as the primary functional liaison between Information Technology and student administrative functional areas (e.g. Student Records, Student Financials, Financial Aid, Admissions, Advising), including participation in appropriate system-wide functional area user groups
5. Participates in and assists with planning related to key operational events for supported applications, including upgrades, patches, PUM updates, etc.
6. Serves as a resource for multiple IT groups and functional staff for implementations that interface or integrate with supported applications
7. Stays up to date on PeopleSoft Campus Solutions and other supported platforms, including new features, products, and solutions, and communicates potential impacts or opportunities out to campus and IT stakeholders
8. Stays up to date on business processes related to student administration, including legal or regulatory changes, emerging industry trends, and advisement of best practices from higher ed related advisory groups/organizations
9. When applicable, uses relevant tools and programming languages in relation to supported applications
10. Understands the data relevant to stakeholders, and is able to provide analysis on that data, as it relates to the University’s student administrative systems
11. Other duties, as assigned

**III. NON-ESSENTIAL DUTIES:**

None

**IV. SUPERVISORY RESPONSIBILITIES:**

None

**REPORTING RELATIONSHIP:**

Reports to the Director of Service Delivery and Support

**V. KNOWLEDGE/SKILLS/ABILITIES**

**REQUIRED:**

* Strong background in supporting or using a Student Information System, such as PeopleSoft Campus Solutions
* Strong knowledge of higher ed related student administrative functional areas, such as Student Records, Student Financials, Financial Aid, and/or Admissions
* Demonstrated ability to engage with stakeholders to assess their needs and design solutions related to those needs in the Student Information System and other best of breed tools
* Excellent analytical, organizational, and both oral and written communication skills
* Demonstrated ability to effectively train others on topics of varying complexity
* Excellent customer service skills

**PREFERRED:**

* Experience in supporting PeopleSoft Campus Solutions in a higher ed environment
* Familiarity with Student Administrative Support within the University of Maine System
* Familiarity with best of breed solutions supporting functional area processes, such as student housing, room scheduling, student conduct, and bill payment processing
* Understanding of PeopleSoft development tools and integration technologies such as Application Designer, Data Migration workbench, Integration broker, SQR and Reporting tools
* Knowledge of project planning and implementation practices

**VI. QUALIFICATIONS:**

**REQUIRED:**

* Bachelor’s degree or an equivalent combination of education and relevant experience
* 5 years of related experience supporting and/or working with PeopleSoft Campus Solutions, or a similar Student Information System

**PREFERRED:**

* Experience in Higher Education
* Experience as a group leader implementing and supporting enterprise application software

**VII. COMPETENCIES**

1. Planning and organizing: Plan and organize work to manage time effectively and accomplish job duties
2. Innovative thinking: The ability to use existing and emerging technology and tools to create new and innovative solutions to problems and needs
3. Adaptability: The ability to react positively and effectively with change. To be able to quickly learn and work effectively with new technology as well as the changing landscape of management, customers, strategy, and assignments
4. Problem Solving and Decision Making: Observe and evaluate the outcomes of implementing the solution to assess the need for alternative approaches and to identify lessons learned
5. Customer support: Demonstrate ability to communicate with customers for the purpose of assessing their needs and helping them solve problems related to information technology
6. Leadership: Ability to coordinate and work with multiple groups to accomplish goals and objectives