CLASSIFICATION SERIES:
Software Integration Analyst Occupation

BARGAINING UNIT:
ACE

Software Integration Analyst 2

SERIES PURPOSE: The purpose of the Software Integration Analyst occupation is to provide business process and application support services to customers in order to reduce overall costs, streamline processes, and provide efficiencies through the design, development, and delivery of technology solutions. Work typically occurs on-site and relates to business office and/or instructional operations.

CLASS CONCEPT: The class works under general supervision and is responsible for the resolution of customer application issues or questions typically as escalated from the IT service desk, and/or assigned. Tasks include writing, testing, debugging, and correcting and/or modifying computer programs according to specific instructions and using high-level computer language. Performs problem diagnosis and resolution according to standard and/or best practices; works with clients to ensure the functionality and workability of necessary applications. Logs progress, work status, and accounts for time spent.

JOB DUTIES: Incumbents may perform some or all of these duties or other job-related duties as assigned.

Plans, develops, configures, tests, and maintains integrated applications and/or systems using standardized tools and/or means including enterprise resource planning (ERP) and third-party systems; performs application tuning and administration tasks; designs application test procedures and determines modifications to existing systems; analyzes, proposes, develops, and implements solutions to applications.

Establishes and maintains user contacts; formulates and evaluates software recommendations; researches current and developing application and business trends including information access and retrieval.

Prepares instructions, procedures manuals, etc. in support of application systems and software. Assists in specifying and developing processes and procedures for administration of various applications.

Prepares estimates of time, cost, resources; instructs and/or trains users regarding applications and systems. Implements information security priorities as needed.

Performs application problem diagnosis and/or resolution with internal support groups and/or vendors. Monitors application systems and/or services while in use to alleviate problems and/or quickly address

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issues.

Provides guidance when working with lower level employees and students to assist in professional growth and development. Trains, supervises, and evaluates performance of student employees.

Gathers, interprets, and applies information from a variety of sources to aid in software development.

Acts as backup to lower level employees on an as-needed basis.

Provides technical support for selected modules of Banner Enterprise software. Deploys a mix of solutions that includes third-party software to create an effective systems architecture to support client needs. Completes technical tasks; communicates and coordinates between customers and outside vendors; works on process improvement to support client needs.

Logs application services and/or help provided via the service management system; ensures no loss of data during procedures performed; completes assigned tickets in a timely fashion; knows and adheres to all documented policies, procedures, regulations, and work requirements.

Prepares reports on work, assignments, time, status, etc. as scheduled and requested; escalates well-documented issues to other teams and/or employees as necessary and appropriate; represents the department in a professional, courteous, and helpful manner.

Analyzes, codes, configures, tests, and maintains application software using standard methods and/or tools.

Consults with clients to understand business needs and software requirements.

Facilitates best practices to ensure deployed software is configured in the most effective, optimized, and efficient manner.

Works with, protects, secures, migrates, etc. data as needed to perform required and/or assigned duties implementing standard procedures and/or best practices as needed to ensure no data loss.

Creates and maintains concise, accurate, and timely records of services rendered and help requests.

Maintains documentation for new and changing applications.

Assists Service Desk staff on an as-needed basis and may serve periodically on the Service Desk to fully understand front line customer support protocols.

Serves as a resource for application/business project tasks as assigned.

Trains constituents as needed regarding application functions and operations. Communicates progress, schedule, and issues to affected stakeholders; answers application questions; assesses and updates documentation such as process flows and assets.

Serves as a secondary in a primary/secondary support role with a Software Integration Engineer.

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OTHER FUNCTIONS AND RESPONSIBILITIES: Assists with training new hires.

Performs any and all other duties assigned and/or required that are within the level of responsibility for this classification at the discretion of the supervisor.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of: data protection and security awareness; computer programming standards and methods; business information systems, office productivity, security, backup, software, and related; employee training and development.

Skill in: written and verbal communication; operation of current consumer technologies, peripheral equipment, instructional technologies and instrumentation and trending and/or scientific software apps.

Ability to: cooperate and interact in problem solving with coworkers in a team environment; document and communicate technical issues well and in a non-technical manner; resolve technology issues, questions, and complaints from clients and especially those escalated by the service desk and provide a friendly atmosphere; maintain proficiencies regarding technology duties and tools.

(*) Developed after employment.

MINIMUM QUALIFICATIONS: High school diploma or GED; three years of experience in systems development working with large enterprise systems and third-party applications; demonstrated understanding and knowledge of enterprise resource planning (ERP) software solutions, integrations and deployment, enterprise database management systems, software development life cycle (SDLC) methodologies and security practices; experience writing clean, functional, well-documented code in any language; and experience working with different programming languages.

PREFERRED QUALIFICATIONS: Bachelor's degree in computer information systems or a related field. Experience working in a higher education environment. Working knowledge of Oracle, SQL, and UNIX. Working knowledge of web application development, including the development and consumption of Web API's in architectures such as REST, SOAP, and JSON-RPC. Experience integrating outside applications (including cloud-based systems) with internal enterprise systems. Ellucian Banner experience including working knowledge of the Ellucian ETHOS platform.

REQUIRED CERTIFICATIONS, TRAINING, AND/OR LICENSURES: None

PHYSICAL REQUIREMENTS: In accordance with the U.S. Department of Labor physical demands strength ratings, this position will perform light work.

LIGHT: work involves exerting up to 20 pounds of force occasionally, or up to 10 pounds of force frequently, or a negligible amount of force constantly to move objects, requiring: (1) walking or standing to a significant degree; (2) sitting most of the time while pushing or pulling arm or leg controls; or (3) working at a production rate pace while constantly pushing or pulling materials even though the weight or the materials is negligible. (The constant stress and strain of maintaining a

production rate pace, especially in an industrial setting, can be and is physically demanding of a worker even though the amount of force exerted is negligible.)

UNUSUAL WORKING CONDITIONS: May be required to work occasional evenings and weekends.