SYSTEMS SPECIALIST

Application Deadline: Wednesday, November 25, 2015  4:00 P.M.

POSITION DESCRIPTION
Under the general supervision, the Systems Specialist provides high quality application support services for the college’s administrative system (Ellucian Colleague) and related applications; prepares adhoc reports; works closely with user departments to monitor, maintain, and enhance administrative system applications; assists with MIS reporting; develops test plans and strategies as a result of changes to the database system; conducts training, as necessary; and provides backup support for the Computer Services Specialist.

RESPONSIBILITIES INCLUDE
• Consult with users and vendors in diagnosing and solving all software and data related problems.
• Work closely with end users in various departments across the college to monitor, maintain, and enhance administrative system applications.
• Create, test, and debug ad hoc reports using query tools.
• Meet with user departments to assist them in preparing requests for new programs, processes, and/or functionality. Define objectives and analyze both pros and cons associated with implementing new or modifying existing programs, processes and/or functionality.
• Implement and test administrative applications.
• Develop test strategies to validate changes in processes, tables, setup tables, and rules.
• Develop sample-testing records/criteria on test database prior to implementation and run applications/processes against them to ensure adequate performance.
• Develop and maintain documentation standards and technical procedures and participate in testing and debugging of all new district systems and programs.
• Provide internal customer assistance.
• Assist in the performance of daily operations.
• Develop and assign appropriate security classes for database access; set up new accounts and users, as appropriate.
• Assist with MIS reporting, as necessary.
• Participate in the analysis and development of new administrative system technologies.
• Help to create data standards and procedures for the introduction of new system/module components.
• Recommend changes in business processes to effectively utilize administrative software system resources to streamline operations, based on cost benefit and feasibility studies.
• Analyze complex computer systems in conjunction with user’s needs and specifications; recommend the best approach with respect to conformance to overall strategic plan and physical design standards.
• Provide backup support during periods of personnel illness, vacation, or education.
• Provide backup for Computing Services Specialist.
• Other related duties as assigned.

MINIMUM QUALIFICATIONS
• Associate’s degree and one year of related, progressively responsible and independent full-time experience in an information technology services environment; or any combination of education and experience that provides the required knowledge, skills, and abilities.
• Experience with a higher education enterprise resource planning system (e.g. example Ellucian Colleague, Ellucian Banner, PeopleSoft).
• Experience using query tools to develop ad hoc reports.
• Strong organizational skills with the ability to develop effective work methods and meet short deadlines in a high-pressure environment.
• Ability to use strong critical thinking skills to analyze complex situations and develop an effective course of action.
• Ability to follow verbal and written instructions and the ability to work with minimal supervision.
• Ability to communicate effectively, clearly, and concisely, both verbally and in writing with various levels of college community, including the ability to exercise patience, tact, and good judgment in dealing with end users.
• Clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students.
DESIRABLE QUALIFICATIONS
- Two (2) or more years of progressively responsible and independent full-time experience in a community college information technology services environment.
- Two (2) or more years of full-time experience using Ellucian Colleague.
- In-depth knowledge of Ellucian Colleague file structures.

MEETING MINIMUM QUALIFICATIONS DOES NOT ASSURE THE CANDIDATE OF AN INTERVIEW. Applications will be evaluated taking into account the breadth and depth of relevant education, experience, skill, knowledge, and abilities.

APPLICATION PROCESS
Applications must be filled out completely and in detail. The application package must include a District application, resume, and copy of college-level transcripts. Please do not include any additional documents not required in this section.

SPECIAL CONDITIONS
- Working hours: 7:30 a.m. to 4:30 p.m. Monday – Friday.

CONDITIONS OF EMPLOYMENT
This is a full-time, 12-month, classified bargaining unit position. Starting date: as soon as possible. Range 33 of the CSEA Salary Schedule, with a starting salary of Step A, $5,221/month; progresses over time to $7,346/month. Excellent Benefit Package.

Chaffey Community College District is committed to equal employment opportunity.