

Human Resources

EXTERNAL POSITION OPEN

Grand Rapids Community College is committed to a diverse and inclusive work and learning environment.

Date: January 23, 2018
Title: Junior Enterprise Analyst
Position Number: 851
Hours: 40 Hours/52 Weeks
Salary: Meet and Confer – Grade 14, \$53,577
Reports to: Director of Enterprise Applications
Date: February 6, 2018

SUMMARY

This junior level position assists senior IT staff in the analysis of business requirements and needs of the user community by participating in the design, development and support of enterprise applications that meet those requirements. Typically, this position works on smaller projects while assisting more experienced analysts on larger projects and systems.

ESSENTIAL JOB FUNCTIONS

- Assists with the overall support of the enterprise software across all environments.
- Assists senior IT staff in recommending application solutions to meet business needs.
- Acts as first level support or act in a backup role for PeopleSoft Student Records, Financial Aid, and other applications.
- Assists with installation, testing, and monitoring of application upgrades, updates, and fixes.
- Works in cooperation with team members in order to globally deploy software and their resolutions, as well as to ensure that systems are streamlined to run efficiently and effectively.
- Under the guidance of senior IT staff, designs, codes, tests, and documents new applications or enhancements to existing applications.
- Participates in meetings with users and IT staff to develop or modify application specifications.
- Performs or assists in the performance of unit and system testing.
- Consults with customers in order to determine their information collection requirements and help them to develop specifications for functional, cost efficient systems that will meet current and future business needs
- Develops, analyzes and tests application access roles and privileges.
- Assists functional users in the development of procedures and documenting of processes.
- Submits software problems to vendors and applies resolutions.
- Keeps abreast of changing technologies and investigate new software solutions in order to make recommendations for improvement.
- Develops automated business process flows within PeopleSoft and Gideon Taylor eForms.
- Adheres to change management best practices and uses GRCC-supported tools for code and object migration and documentation.
- Regular attendance during normal scheduled hours is required. Being present is essential for serving customers and performing the essential functions of this position.

Marginal (Non-Essential) Job Functions

- Keep abreast of changing technologies and investigate new software solutions in order to make recommendations for improvement.
- Other duties as assigned by the Director of Enterprise Applications.

JOB SPECIFICATIONS

Education

- Bachelor's degree in Computer Science, Information Technology, or related field or bachelor's degree with significant coursework in one of those disciplines
- National Career Readiness Certificate preferred but not required.

Work Experience

- Relational database architecture exposure and demonstrable knowledge of SQL
- Knowledge of database and program design, programming, and unit testing of software packages
- Excellent analytical and problem solving skills
- Ability to work independently
- Detail and results oriented
- Experience in one or more higher education functional areas such as student records, student financials, or financial aid preferred.
- Experience with development for one or more student information systems preferred
- Experience with PeopleSoft development a plus.

Physical Demands

- Sitting or standing for long periods
- Long periods at a computer discerning detail from less than a few feet away
- Repetitive movements

Mental Demands

- Create and comprehend verbal and written English communication to and from various constituents.
- Maintain a clear focus on customer service.
- Maintain emotional control under stress related to short deadlines and multiple projects.
- Must be exacting in work and pay close attention to detail.

Working Conditions

- Frequent interruptions, hectic pace, quick deadlines, and after hours and weekend work when required
- Requirements to visit other offices and remote sites and otherwise work outside the office environment
- Long periods of intense concentration reviewing data and information
- Work is in close proximity to other people in a shared office space.
- Some travel for training will be required.

METHOD OF APPLICATION

Grand Rapids Community College is only accepting online applications for this position. The posting will remain open until **February 6, 2018 at 11:59 PM** at <https://www.grcc.edu/jobs> Please include your resume and cover letter in one

document. Individuals with diverse backgrounds are encouraged to apply. Grand Rapids Community College is an Equal Opportunity Employer.

Grand Rapids Community College creates an inclusive learning and working environment that recognizes the value and dignity of each person. It is the policy and practice of GRCC to provide equal educational and employment opportunities regardless of age, race, color, religion, marital status, sex/gender, pregnancy, sexual orientation, gender identity, gender expression, height, weight, national origin, disability, political affiliation, familial status, veteran status or genetics in all programs, activities, services, employment and advancement including admissions to, access to, treatment in, or compensation in employment as required by state and federal law. GRCC is committed to reviewing all aspects of GRCC programs, activities, services and employment, including recruitment, selection, retention and promotion to identify and eliminate barriers in order to prevent discrimination on the basis of the listed protected characteristics. The College will not tolerate any form of retaliation against any person for bringing charges of discrimination or participating in an investigation.

