Human Resources

EXTERNAL POSITION OPEN

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

External posting, open to any qualified candidate

Date: August 1, 2019
Title: Junior Enterprise Analyst, Information Technology
Job ID: 1000
Hours: 40 Hours/52 Weeks
Salary: Meet and Confer – Grade 14 $54,925
Reports to: Director of Enterprise Applications
Close Date: August 22, 2019

Summary

The Junior Enterprise Analyst will provide technical and functional support primarily for ERP application security and will assist in support and development for additional areas. This position helps administer application security processes, identifying areas of improvement and working with senior colleagues in functional areas and in Information Technology to maintain and improve the security model. This position requires the ability to come up to speed on complex issues, research for answers, and provide working hands-on knowledge and support for the PeopleSoft Campus Solutions, Financials and Human Capital Management applications. The individual in this position has the ability to quickly gain functional knowledge, technical expertise, and understanding of the process and data flows associated within Oracle/PeopleSoft as well as integration data flows with other systems.

Essential Job Functions

- Assists with support of the centralized and distributed PeopleSoft account administration processes, ensuring that account creations, modifications, and deletions occur in a timely and appropriate manner.
- Create and monitor role security objects and data permission constructs for all PeopleSoft environments in consultation with senior IT staff.
- Create, monitor and maintain security structures for PeopleSoft-based applications and interfaces.
- Act as first-level support in analyzing and resolving security and access problems.
- Provide support, training and consulting for data owners to ensure proper security access.
- Routinely audit security, ensuring that all users are appropriately provisioned for their work functions.
- Write and maintain documentation related to security design, implementation, and incident reports.
- Support application testing to identify and validate security changes related to upgrades and releases.
- Direct and guide functional end users in various implementation procedures or processes.
- Create custom queries using SQL, PeopleSoft Query Manager, and other tools.
- Assist functional users in developing query statements for developing data extracts and reports.
- Serve as a guide and consultant for security-related and other questions from colleagues.
- Work with auditors to ensure appropriate security configurations are in place.

- Work with IT staff, vendors and colleagues to find resolutions for application problems.
- Submit software problems to vendors and facilitate resolutions.
- Provide technical support to users for basic system related technical problems.
- Respond to support desk tickets, ensuring that information is accurate, prioritized and assigned to a queue.
- Maintain history records and related problem documentation. Resolve and/or refer more complex technical problems through an escalation process. Identify, evaluate, and prioritize problems and complaints and follow up to ensure satisfactory resolution.
- Maintain confidentiality and comply with FERPA, HIPAA. GRCC Policies, and related standards.
- 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

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.

Experience
- Relational database architecture exposure and demonstrable knowledge of SQL
- 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 security administration for a student information or ERP system preferred

Skills
- Ability to relate to diverse community college student populations
- High level of energy, enthusiasm, and the ability to be innovative and creative.
- Ability to organize work, handle multiple tasks, and meet timelines in a multi-project environment
- Self-motivated with the ability to work independently with minimal supervision
- Ability to maintain a positive approach to colleague and student service in a demanding work environment
- Strong interpersonal skills and demonstrated ability to work as part of a team
- Foundation of knowledge upon which an understanding of FERPA, HIPAA, and related privacy and security standards can be built
- Ability to achieve proficiency in GRCC's PeopleSoft ERP system

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 service to the GRCC community.
- Analyze, research, create and improve processes in systems.
- Maintain emotional control under stress related to short deadlines and multiple projects.
- Must be exacting in work and pay close attention to detail.
- Work independently and prioritize work.
- Must be flexible and willing to learn about and contribute to any needs of the department.

Working Conditions

- Frequent interruptions, hectic pace, quick deadlines, and after hours and weekend work when required
- Occasional requirement to be available on an emergency basis for exercises or actual emergencies
- 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. Please apply at our website at [GRCC Job Opportunities](#) Submit a cover letter and resume in one document. The opportunity to apply for this position will close on **August 22, 2019 at 11:59 PM EST**. 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. Further information may be obtained from the EEO Office or the Office of General Counsel, 143 Bostwick Avenue NE, Grand Rapids, MI 49503-3295.

GRCC
GRAND RAPIDS COMMUNITY COLLEGE