Colorado Mountain College
Position Description

Title: Systems Analyst II
FLSA Classification: Exempt
Hiring Salary Range: $79,173.11 - $87,870.12

<u>Primary Responsibility</u>

Under the supervision of the Director of Enterprise Applications, the Systems Analyst II performs user consultation, systems design and analysis, logic and code development, and documentation based on approved functional specifications; The analyst maintains and supports the College's ERP and SIS systems, related third-party applications, and various integrations. The analyst adheres to established policies and procedures and, from time to time, may have the opportunity to participate in setting standards, policies, and procedures. Typically, the analyst works with little direct supervision while interacting with users as well as all other members of the IT organization.

<u>Pre-requisites for Position (Qualifications Standards)</u>

Education and experience sufficient for the rigors of the position, such as a Bachelor's Degree from an accredited institution and two years related work experience as a programmer, analyst, system administrator, or equivalent education and experience that will provide the necessary knowledge, skill and abilities to perform the functions of the position.

Special Skills and Abilities: Basic understanding of systems architectures and operating systems. Familiar with development tools (editors, debuggers, version control, bug tracking); Desire to learn new programming languages and related technologies; Ability to take detailed specifications to compose functional requirements and articulate potential implementations issues and challenges; Strong written, verbal, analytical, and interpersonal skills in technical and non-technical areas; Attention to detail; Ability to work directly with customers to understand and resolve issues and concerns; Self-motivated with little supervision while fully participating as part of the applications development team.

Welcoming. Innovative. Focused on Student Success. These principles reflect the soul of CMC. They guide us in building our teams, cultivating leaders, and expanding our approaches and mindset. They guide us to be an institution of higher education that's the right fit for every faculty member, staff, student, and community member in its trust. Applicants must demonstrate a commitment to working effectively with students, employees, and community members of all backgrounds.

Bilingual (English/Spanish) or conversational language abilities preferred.

<u>Essential Duties</u>

Systems and Business Analysis and Design:
1. Partner with key stakeholders to understand and analyze business requirements, understand process flow, application intent, functions, features, data, input and output requirements, internal and external checks and controls, and limitations.
2. Design, develop, test, and implement solutions within Workday and Ellucian Colleague ERP/SIS systems and other third-party applications.
3. Analyze code to find causes of errors and, within guidelines, revise programs to meet business needs and industry best practices.

4. Troubleshoot and resolve technical issues, ensuring system stability and performance.
5. Assist with Identity and Access Management (IdM) and ERP/SIS security processes.

Enterprise Application Integration:
1. Design, create, and maintain integrations for ERP, SIS, and third-party applications.
2. Leverage API, web service, and flat-file integration mechanisms.
3. Configure and monitor Single Sign-On (SSO) relationships.

Systems Administration:
1. Collaborate with Network Team to manage Windows Server operating systems for supported on-premises applications.
2. Review vendor-provided patches and service releases, coordinate testing with end users in a non-production environment, and schedule and implement patches with minimized downtime.
3. Oversee the technical backend of third-party systems and resolve front-end user issues, interfacing directly with third-party support as necessary.

Reporting:
1. Support Institutional Research teams by maintaining reporting infrastructures.
2. Design and create ad-hoc queries and reports for end users.
3. Assist end users with development of ad-hoc reports via established reporting tools.
4. Prepare select required State and Federal reports.

End-User Support:
1. Prepare and provide user documentation and training materials.
2. Provide direct end-user support for supported applications.
3. Effectively convey technical and non-technical ideas in professional and easy to understand ways to various stakeholders using written and verbal mediums.
4. Respond to and handle tickets (incidents, service requests, and change requests) professionally and within SLA requirements.

Preferred Product/Platform Experience: Workday HCM, Payroll, Finance, and Student; Ellucian Colleague, Self Service, and Ethos; CollegeNET 25Live; Technolutions Slate CRM, DocuSign; Modern Campus Messaging (formerly Signal Vine) and Lumens; Canvas LMS (by Instructure); Entrinsik Informer; Microsoft Windows Server, SQL Server, Active Directory, Azure, Entra ID, and SharePoint; Halo ITSM.

Preferred Languages and Tools: Workday Studio and Extend; Microsoft SQL Server Management Studio, Visual Studio, and .NET; Java; JavaScript; PHP; HTML; CSS; XML; REST; Web Services, SAML; SFTP; PKI; UniData; Ellucian Colleague Studio; Envision Basic; UniBasic

Other duties may be assigned.

Supervision Received

This position works under the direction of a designated supervisor.

Supervision Provided

This position may serve as a lead on projects or for other team members.

<u>Special Conditions of Employment</u>

Successful completion of a background check including motor vehicles records report will be required. Incumbents in this position will adhere to all safety and compliance policies of Colorado Mountain College while performing all duties assigned.

<u>Working Conditions</u>

This position requires constant sitting, occasional walking, standing and driving; occasional handling objects, pushing/pulling; frequent reaching with hands/arms, and use of finger movements; occasional lifting, carrying, pushing or pulling objects up to 50 lbs. Constant written and oral communication and the ability to reason and analyze and perform calculations occasionally. Work is performed using a computer and standard office equipment daily and driving a vehicle occasionally.

CMC is committed to the full inclusion of all qualified individuals. As part of this commitment, the College will assist individuals who have a disability with any reasonable accommodation requests related to employment, including completing the application process, interviewing, completing any pre-employment testing, participating in the employee selection process, and/or to perform essential job functions where the requested accommodation does not impose an undue hardship. If you have a disability and require reasonable accommodation to ensure you have a positive experience applying or interviewing for this position, please direct your inquiries to our ADA Coordinator, Human Resources, benefits@coloradomtn.edu

NOTE: This position description is intended to indicate the basic nature of positions allocated to this class and provide examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned. Employees may perform other related duties as required to meet the ongoing needs of the organization.

Position group and code   461120/461110
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