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| **Job Title:** Enterprise Applications Administrator | **FLSA Classification:**   * Exempt * Nonexempt |
| **Reports to:** Associate Director & Middleware Architect | **Location:** |
| **Department:** Enterprise Information Systems | **Division:** |
| **Employment Category:**   * Full-Time ☐ Part-Time | **Paygrade:** |

**PRIMARY PURPOSE OF POSITION**

With a focus on supporting integrations, the EAA is responsible for providing technical support for the analysis, development, installation, administration, and maintenance of mission critical enterprise systems, databases, and middleware applications. In the university environment, there are also many growth opportunities to expand personal skillsets into new areas. Using a collaborative approach, the EAA will execute application integration strategies, while learning new technologies, to best serve the university.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

As a member of the Middleware team in Enterprise Information Systems, the Enterprise Applications Administrator has many important duties and responsibilities. These include:

• Support and use integration tools allowing for the seamless transmission of data from disparate systems, both for operational and reporting purposes.

• Provide application administration support, especially system, database, and software upgrades for enterprise systems.

• Collaborate in evaluating, testing, and implementing new or upgraded software. Perform system and database upgrades.

• Collaborate to guide the evolution and development of enterprise applications, data integrations, and best practices.

• Perform complex systems/software analysis; conduct application, system, and code walkthroughs; implement and maintain highly reliable, available, secure software.

• Automate system configuration processes using standard configuration management tools. Pursue increased system efficiency. Perform load testing.

• Monitor and troubleshoot problems.

**QUALIFICATIONS**

Bachelor's Degree in computer science, management information systems, or other information technology field, or equivalent combination of relevant education and experience. Two years’ experience administering a Microsoft SQL Server database, and in the use of SQL statements. Additional experience with MySQL or other SQL databases is a plus. Two years’ experience administering Windows applications. Experience with standard integration platforms and REST APIs. Experience with administering Linux systems, including shell scripting, is a plus. Experience with automated system configuration is a plus. Experience with object-oriented programming is a plus. Experience working in higher education with an understanding of higher education business practices is a plus. Demonstrated ability and interest in growth and learning new skills. Excellent verbal and written communication skills, especially the ability to effectively interpret and translate business needs and report on system trends or issues. Excellent interpersonal skills to develop effective trust relationships with technical team, data stewards, and business users. Demonstrated strong organizational skills and the ability to perform tasks accurately with attention to detail including the ability to prioritize tasks/assignments and the ability to meet deadlines. Self-motivation and self-direction, the ability to work independently or in a team environment, and willingness to take direction. Must possess the ability to successfully pass a criminal background check.

**WORKING CONDITIONS**

This is an exempt position and your expected work schedule is Monday through Friday. As an exempt employee your schedule may vary based on the number of hours needed to meet the job responsibilities. The individual holding this position may need to be available early morning, evening, and weekends to meet the needs of the department.

**PHYSICAL REQUIREMENTS**

The expectations listed below are representative of the abilities that may be needed to fulfil duties of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Physical strength/endurance to enable the individual to perform/participate in the following activities:

• Physically able to lift various materials up to 25 pounds on an occasional basis.

• While performing required job tasks, physically able to bend, crouch and reach continuously.

• While performing required job tasks, physically able to climb stairs, ladders or scaffolding as necessary.

• While performing required job tasks, physically able to remain seated, frequently to continuously.

• Possesses dexterity abilities required to perform typing, operate a computer and other office equipment, to perform filing, and related job responsibilities and attention to detail competence.

• Physically able to spend significant time reading both on paper and on a computer.

• Ability to travel by car and plane for University business. Ability to drive.

**SUPERVISORY RESPONSIBILITIES**

**SUPERVISION RECEIVED:** General supervision is provided by the Associate Director & Middleware Architect

**EXPECTATIONS**

**SUPERVISION EXERCISED:** Functional supervision is provided to assigned exempt personnel

The incumbent is expected to have or possess:

* Ability to handle highly confidential material, understanding that all University information should only be disclosed to others who have a need to know, for legitimate business reasons.
* Have the ability to exercise and apply sound judgment and decision-making skills as well as the ability to maintain integrity and confidentiality of data.
* Ability to quickly learn new technology and is self-motivated to stay current with emerging technologies.
* Ability to edit work for spelling and grammar, present numerical data effectively and is able to read and interpret written information.
* Demonstrates accuracy and thoroughness and monitors own work to ensure quality.
* Adapt to change in the work environment, manage competing demands and able to deal with frequent change, delays or unexpected events.
* Installs, configures, and supports enterprise-wide software applications.
* Assures coordination of OIT resources by communicating with the OIT Help Desk and User Services to inform them of problems and resolutions.
* Assures the security of the system by ensuring the use of industry-standard security protocols.
* Helps to ensure the availability of computer resources by assisting with disaster prevention and recovery efforts caused by events like power outages, hardware failures, etc.
* Contributes to a work environment that encourages knowledge of, respect for, and development of skills to engage with those of other cultures or backgrounds.
* Remains competent and current through self-directed professional reading, developing professional contacts with colleagues, attending professional development courses, and attending training and/or courses as required by the supervisor.
* Demonstrated ability and interest in growth and learning new skills.
* Ability to accept supervision, assignments, change and correction.
* Proven effectiveness in dealing with a wide range of professionals, staff, and administrators.
* Ability to balance priorities to accomplish assigned tasks within the required time frame and be able to shift quickly between several tasks without loss of continuity.
* Engage in meaningful and intentional professional development appropriate for areas of responsibility and actively engage in personal and campus well-being initiatives.
* Carry out all responsibilities and objectives in professional manner.
* Accept and render constructive criticism in a professional manner.
* The ability to develop knowledge of, respect for, and skills to engage with those of other cultures or backgrounds in accordance with the Holy Cross Mission.
* Adhere to the policies and procedures established by St. Edwards University

*This document describes the general purpose, duties and essential functions associated with this job and is not an exhaustive list of all duties that may be assigned or skills that may be required.*

*I have read and understand my job description and acknowledge that management reserves the right to change or reassign job duties or combine jobs at any time.*

Employee (Print Name): Date:

Employee (Signature): Date:

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|  | HR OFFICE USE ONLY: | |
| **Approved by:** | | *Signature of the person with the authority to approve the job*  *description* |
| **Printed Name of**  **Approver:** | | *Printed name of the person with the authority to approve the job*  *description.* |
| **Date**  **approved:** | | *Date upon which the job description was approved* |
| **Reviewed:** | | *Date when the job description was last reviewed* |