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| **Job Title:** *The formal title of the position*  Enterprise Systems and Middleware Manager | **FLSA Classification:** *(FLSA Federal Law GUIDELINES)*  xExempt ☐Nonexempt |
| **Reports to:** *Title*  EIS Director (vacant) | **Location:**  Main campus. |
| **Department:**  Enterprise Information Systems (EIS) | **Division:**  Office of Information Technology |
| **Employment Category:**  xFull-Time ☐ Part-Time | **Paygrade:** *(EEO & Equal Pay Act of 1963 Guidelines)* |

**PRIMARY PURPOSE OF POSITION**

The Enterprise Systems and Middleware Manager is a member of the Enterprise Information Systems (EIS) management team who works strategically and operationally to plan, execute, and maintain critical software systems and processes that directly interface with our constituents. Leads a team of middleware analysts, application administrators, and database administrators and, along with the team, is responsible for providing technical support for the analysis, development, installation, administration, and maintenance of mission critical enterprise systems, databases, and middleware applications. Using a collaborative approach, ensures application uptime, plans downtime for system changes and upgrades, responds effectively to unplanned downtime while regularly evaluating and mitigating risk to reduce unplanned downtime, executes vendor-delivered integrations, and supports a team of professionals in doing the same.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

**Management and Leadership**

* Manage enterprise software application administration and champion related best practices
* Supervise, manage, and mentor the middleware team to achieve organizational and university goals
* Ensure appropriate testing, robustness, and monitoring of enterprise software
* Coordinate team response to service interruptions
* Collaborate to prioritize department-wide work
* Foster employee professional development
* Serve as a member of the EIS management team

**Middleware Maintenance and Enhancements**

* Provide application administration support, including, system, software, and database upgrades, primarily for enterprise CRM or ERP systems and as a backup for other applications
* Collaborate in evaluating, testing, and implementing new or upgraded software
* Automate system configuration processes using standard configuration management tools
* Use best practices for release management, continuous integration / continuous deployment, environment management and user acceptance testing
* Develop and implement application updates as required to accommodate change in needs, laws, or policy
* Participate in IT operational planning and execution as well as policy, procedure and standards development

**Application and Access Architecture**

* Lead the technical analysis of emergent ERP applications and infrastructure; create strategies for implementing new ERP solutions
* Collaborate to improve application architecture including, but not limited to release processes and management; application access, user provisioning and deprovisioning; application security; and overall application strategy
* Build, refine and execute a scalable software application and access architecture for CRM, ERP, and other ERP software

**Technical**

* Perform proofs of concept and evaluate new candidate technologies to ensure that they integrate with existing software and systems per the university’s Technology Selection

Policy

* Support and use integration tools and API endpoints, allowing for the seamless transmission of data from disparate systems
* Perform complex systems/software analysis; conduct application, system, and code walkthroughs; implement and maintain highly reliable, available, secure software
* Serve as the technical authority for standards and practices related to application administration while accepting recommendations from other team members
* Monitor and troubleshoot problems using methodical problem resolution methodologies and root cause analysis
* Demonstrate expertise and recommend changes/improvements to our practices, platforms and ecosystem as the field changes and as best practice dictates
* Use standard tools for managing and communicating work
* Analyze and document functional and nonfunctional requirements for various domains (ERP, CRM, IAM)
* Write test cases, regression test, monitor and ensure that upgrades to cloud or on-premise software do not negatively impact campus identity operations

(MUST BE ON ALL JOB DESCRIPTIONS)

**QUALIFICATIONS**

State the minimum qualifications required to perform the job successfully. These are the qualifications that are necessary for someone to be considered for the position.

All qualifications must comply with the EEOC guidelines. Qualifications include:

* Bachelor’s degree in computer science, management information systems, or other information technology field, or equivalent combination of relevant education and experience
* Four years’ experience administering a SQL-capable database and in the use of SQL statements.
* Experience as an application administrator of enterprise CRM or ERP software such as Salesforce or Ellucian’s Banner
* Experience administering large software applications/application platforms with various operating systems
* Experience with standard integration platforms, such as Dell Boomi, and REST APIs. Experience administering Linux systems, including shell scripting, is a plus.
* Experience with cloud storage/cloud computing, such as AWS, a plus
* Ability to guide and mentor a technical team
* Ability to assist in project and task prioritization considering multiple complex factors such as timing, available staff, business value, business need, university initiates, and divisional goals

If the job requires a person to work in special working conditions this should be stated in the job description. Special working conditions cover a range of circumstances from regular evening and weekend work, shift work, working outdoors, working with challenging clients, and so forth. (ADA, OSH Act, and Occupational Safety and Health Administration Standards

**WORKING CONDITIONS**

**PHYSICAL REQUIREMENTS**

If the job is physically demanding, this should be stated in the job description. A physically demanding job is one where the incumbent is required to stand for extended periods of time, lift heavy objects on a regular basis, do repetitive tasks with few breaks, and so forth.

(ADA Guidelines)

(Use these as a staple and arrange in accordance to the positions physical demands)

The expectations listed below are representative of the abilities that may be needed to fulfill the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Physical strength/endurance to enable him/her 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 remain seated, frequently to continuously.
* While performing required job tasks, physically able to remain standing up to 15% of the time.
* Possesses dexterity abilities required to operate a computer and other office equipment to perform related job responsibilities.

**SUPERVISORY RESPONSIBILITIES**

Supervises a team of three to five middleware application and database administrators.



*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* |