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| **Job Title:** Senior Enterprise Applications Administrator  | **FLSA Classification:*** Exempt ☐Nonexempt
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| **Reports to:** Enterprise Systems and Middleware Manager, EIS | **Location:** Austin, Texas |
| **Department:** ITEnterprise Information Systems | **Division:** ITEnterprise Information Systems |
| **Employment Category:*** Full-Time ☐ Part-Time
 | **Paygrade:** 420 |

**PRIMARY PURPOSE OF POSITION**

## 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, this individual will execute application integration strategies, while learning new technologies, to best serve the University.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

## Provide application administration support, especially system and software upgrades, primarily for enterprise CRM or ERP systems and as a backup for other applications and databases.

## Evaluate, testing, and implementing new or upgraded software. Perform system and database upgrades.

## Assist in the evolution and development of enterprise applications, data integrations.

## Implement application architecture including, but not limited to leading or contributing to discussions about release processes and management; application access, user provisioning and deprovisioning; and overall application strategy.

## Contribute to the departmental understanding of industry enterprise and middleware software trends and standards to improve the simplicity, maintainability and reusability of enterprise and middleware software and to align with vendor software roadmaps.

## 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 allowing for the seamless transmission of data from disparate systems, both for operational and reporting purposes.

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

## Build, refine and execute an identity and access architecture for CRM, ERP or other software allowing for flexibility in granting and maintaining permissions enabling access based on user and use case.

## Automate system configuration processes using standard configuration management tools.

## Build, refine, and execute CI/CD procedures as well as backup and restore procedures to ensure system stability and business continuity.

## Perform load testing as well as other application testing to ensure reliable and robust applications.

## Monitor and troubleshoot problems.

## Other duties as assigned.

**QUALIFICATIONS**

## **Required Qualification:** 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. Four years’ experience administering large software applications/application platforms with various operating systems. Experience with standard integration platforms, such as Dell Boomi, and REST APIs. Experience with complex system permissions. Must possess the ability to successfully pass a criminal background check.

## **Preferred Qualifications**: Experience as an application administrator of enterprise CRM or ERP software such as Salesforce or Ellucian’s Banner. Experience administering Linux systems, including shell scripting. Specific experience administering Microsoft SQL Server databases. Experience with automated system configuration. Experience with object-oriented programming. Experience working in higher education with an understanding of higher education business practices.

**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.

**EXPECTATIONS**

## 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.

## Install, configure, document, and support enterprise-wide software applications.

## Recommend improvements to architecture, release processes, and other procedures as allowing software applications to adapt to changing university needs.

## Assure coordination of OIT resources by communicating with the OIT Help Desk and User Services to inform them of problems and resolutions.

## Assure the security of the system by ensuring the use of industry-standard security protocols.

## Help to ensure the availability of computer resources by assisting with disaster prevention and recovery efforts caused by events like power outages, hardware failures, etc.

## Contribute to a work environment that encourages knowledge of, respect for, and development of skills to engage with those of other cultures or backgrounds.

## Remain 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 a 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. Edward’s 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* |