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| **Job Title:**  Software Applications Analyst | **FLSA Classification:**   * Exempt ☐Nonexempt |
| **Reports to:**  Applications and Integration Manager | **Location:**  Austin, Texas |
| **Department:**  Enterprise Information Systems (EIS) | **Division:**  Office of Information Technology |
| **Employment Category:**   * Full-Time ☐ Part-Time | **Paygrade:** 419 |

**PRIMARY PURPOSE OF POSITION**

Responsible for identifying, developing and implementing business solutions that incorporate the university’s software applications. The incumbent’s work entails analyzing, designing, enhancing, implementing and documenting processes; configuring and developing software applications, preferring low-code or no-code solutions; integrating and interfacing software solutions using APIs; analyzing designing and implanting complex workflow processes; and managing administrative software applications.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

* Perform complex analysis of business processes, providing solutions to highly technical programming problems; both internal to IT and EIS and external in functional campus offices where primary business is conducted using enterprise software.
* Perform unit and regression testing to ensure all solutions developed meet requirements and are error-free.
* Perform data and identity integrations between various software systems using modern integration tools and APIs. Determine best strategies for mapping and translation of data between systems.
* Utilize modern best practices for release management, continuous integration / continuous development, environment management and user acceptance testing.
* Develop and implement application updates as required to accommodate change in needs, laws, or policy; proactively identify and suggest code improvements.
* Provide advanced troubleshooting and support for university ERP, CRM and related systems.
* Maintain detailed technical documentation of interface designs, specification, code, and user guides.
* Other duties as assigned.

**QUALIFICATIONS**

Bachelor’s degree in a related field such as Information Technology, Computer Science preferred. Experience in higher education and an understanding of higher education business practices preferred. Experience with ERP applications in higher education, including knowledge of add-on software such as document management systems or workflow engines. Programming experience required. Experience with SQL, Boomi Integrate, Boomi Flow a plus. Strong familiarity with a broad range of information technology concepts – especially those concepts associated with enterprise information technology infrastructure, identity management, sophisticated websites, database design and integrity, data integrations, software development and maintenance, and business intelligence.

**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 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**

Functional supervision may be provided to student workers.

**EXPECTATIONS**

The incumbent is expected to have or possess:

* Self-motivation and self-direction; ability to work independently; ability to work effectively in a team environment.
* Have familiarity with modern coding and development practices and methods.
* Able to work in a team environment to work closely with the rest of the team to support primary functions, security and excellent customer service.
* Understand advanced database queries, process automation, scripting, and task scheduling
* Adapt to change in the work environment, manage competing demands and be able to deal with frequent change, delays or unexpected events.
* 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.
* Strong organizational skills and ability to complete complex projects and tasks with attention to detail and high quality.
* Ability to quickly learn new technologies
* The ability to develop knowledge of, respect for, and skill to engage with those of other cultures or background 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* |