

Senior Information Systems Engineer

Full-time, 12 Month, Classified Position

Salary Range 54

POSITION Under direct supervision, install and maintain data interfaces, administer and manage the College's integrated business information systems (Datatel Colleague). Night, weekend and off-campus work may be assigned.

SUPERVISION EXERCISED Will function in a lead capacity on a project basis for technical workers who implement and support the application systems and related services.

EXAMPLES OF DUTIES AND RESPONSIBILITIES Evaluate, plan, install, and test all new releases for installed Application Systems to assure a current and reliable system (e.g., Datatel Integrated Financial and Student Information Systems and several Web based applications). Develop implementation plans, procedures, and structures for technical support and maintenance of Application Systems. Perform quality assurance at technical and procedural levels. Provide Database Administration for the UniData/Datatel Colleague integrated student and financial system.

Provide database management skills for related Business Systems, including Microsoft Access, and flat file systems. Work with the Office of Research and Planning to assess and meet the data needs of the college and all its members, staff, faculty and students. Support a "Data Warehouse" capability to meet the information needs of the District and College both as a scheduled data extracts and on a special request basis. Continually update and implement security procedures to protect the content of all systems and servers. Administer client accounts and service features, including file access, backup and recovery planning and related activity. Troubleshoot system problems and effect resolutions of all system related problems. Work with the System Administration staff to assure reliable, efficient and accurate back-up and disaster recovery procedures and documentation tailored to the specific application environments. Assess institutional needs and new technology for all database and application systems.

Provide analysis of District systems and related services for potential improvement. Lead, train, schedule, and coordinate technical support staff, including students and temporary employees on a project basis. Evaluate and recommend equipment, tools, and utilities to improve the quality of support for database and application systems. Prepare and present proposals and reports for management and committees. Keep accurate and complete business records, and system documentation, for all areas of responsibilities. Perform related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of: Principles, concepts, practices, terminology of Operating Systems, Client/Server architectures, related services; plan, install, configure, administer and maintain UniData systems including integrated Enterprise Resource Management application suites such as Datatel Colleague; 4GL CASE tools such as Envision; techniques and practices of computer programming, database management, and software support; principles and techniques of training; principles, techniques and tools for effective and efficient troubleshooting and performance monitoring; product and service evaluation techniques; cost/benefit analysis; budget projection; emergency and disaster preparedness and response for information and communication systems.

Skills to: Organize, prioritize, and track tasks, requests, and projects effectively using appropriate charts, project management and database tools; instruct, write, and listen effectively; correctly interpret and resolve complex problems; acquire and maintain current technological and regulatory knowledge; use appropriate and correct English grammar, spelling and punctuation; understand, carry out, and give oral and written instructions effectively; author and assemble professional documentation; maintain business records; perform accurate mathematical and algebraic calculations; establish and maintain productive and cooperative working relationships, maintain business communications; work productively and efficiently with minimal oversight.

Ability to: Be sensitive to, and have an understanding of, the diverse academic, socioeconomic, cultural, and ethnic backgrounds of community college personnel and students. Understand the diverse academic, socioeconomic, cultural, and ethnic backgrounds of community college personnel and students; establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

EXPERIENCE AND EDUCATION GUIDELINES

Any combination of experience and education that would likely provide the required knowledge and abilities is

qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Bachelor's degree with major course work in computer information systems and database technologies, plus substantial continued education and training in the field.

Experience: Four years professional experience directly developing or supporting an integrated database Enterprise Resource Management System in key technical and administrative roles demonstrating progressively increasing duties and responsibilities that include those defined for this position.

Special Requirements:

Essential duties require the following physical abilities and work environment: Ability to work efficiently and productively at a computer console with keyboard and mouse; work in a general office environment. May be required to work evenings and weekends.