

IT Specialist

Technical Business Analyst

Job Summary

Reporting to the Associate Director of Residential Life, the Technical Business Analyst is responsible for the oversight and management of all database and web systems in the office. He/she will manage the development of systems that improve customer service and ensure the safety and security of resident students. He/she will also maintain documentation of all systems and develop training materials and sessions for staff. He/she will work closely with other departments in Student Affairs as well as the Division of Information Technology to ensure current web and database standards are met. The manager will supervise (2) graduate assistants.

Principal Duties and Responsibilities

Database Management

- Manage implementation / migration to new database and business solutions;
- Manage all internal residential databases including operations, facilities, utilities, payroll, judicial and programming;
- Maintain interfaces with other university database systems and Residential Life;
- Consult with staff in appropriate areas to update databases and make improvements as changes in work practice change;
- Recommend changes to work practice based on technology and educate others about possibilities;
- Work with DoIT(Division of Information Technology) to manage and implement software solutions;
- Train personnel to manage daily operations;
- Document all technical procedures.

Web Management

- Manage the development of dynamic web content and interfaces with office databases;
- Develop and manage processes for staff responsible for updating web content;
- Assist staff in applying updates to office computers and software;
- Educate staff on web page creation;
- Recommend changes to business practice based on web technologies and implement changes as necessary.
- Document all technical procedures.

Security Systems and Key/Card Access Systems

- Manage programming and auditing of card access system;
- Manage programming and auditing of room access (Onity) system;
- Recommend and implement integration with other office software and business practices;
- Train personnel to manage daily operations;
- Document all technical procedures.

Experience

Must have training/experience working with web design/layout technology including: Visual Basic, HTML, CSS, SQL, PHP, and Javascript and be familiar with applications like SQL Plus, Oracle DB and Microsoft Access.