

## **POSITION ANNOUNCEMENT**

**POSITION:** Banner Specialist  
**POSITION CODE:** **BCAT:** 463X00  
**DEPARTMENT:** Office of Information Technology  
**SALARY RANGE:** Commensurate with qualifications and experience  
(Sponsored funds)  
**APPLICATION DEADLINE:** December 1, 2008 or until position is filled

### **QUALIFICATIONS:**

Bachelor's degree or equivalent experience required; three to five years Banner product knowledge and experience required; experience with Oracle databases in a UNIX environment and Banner Capp required; strong analytical and problem solving skills; ability to understand and gather information on what the client is trying to achieve and deliver a solution; ability to multi-task; detail-oriented; ability to prioritize and have a strong sense of urgency for emergency situations; strong customer service orientation and experience with excellent communications skills, both written and verbal.

### **ILLUSTRATIVE EXAMPLES OF WORK:**

- Provides support in design, installation, and maintenance of ERP/CRM and related solutions
- In conjunction with the Enterprise Applications Manager, develops system design models
- Troubleshoots ERP/CRM software applications
- Reviews GA-Best releases and develops acceptance testing scenarios
- Analyzes current and future department technology needs and recommends new applications.
- Provides PC customer service to department by responding to technical questions and hardware/software problems
- Develops training documents for faculty/staff/students on ERP/CRM for campus software applications
- Prepares documentation and assists in program implementation
- Maintains personal computer equipment and software, including problem identification, analysis, adequate testing, and implementation
- Specializes in the training, consulting, and implementation of the Banner Student product in higher education institutions, maximizing the flexibility of the Banner Series
- Responsible for interfacing with client administration, as well as the programming and technical staff, in matters of conversions, product upgrades and patches.
- Communicates with customers and obtains all required information necessary to determine and address their specific needs; tactfully explains why, if service cannot be provided
- Performs other related duties as assigned.

### **APPLICATION REQUIREMENTS:**

Current federal law requires identification and eligibility verification prior to employment. Only U.S. citizens and aliens authorized to work in the United States may be employed. In the event a degree is required, official transcripts will be necessary upon employment. Interested candidates should submit an application and resume:

**Human Resources Management  
Albany State University  
504 College Drive  
Albany, GA 31705**

**DD:** 11/14/08