

POSITION ANNOUNCEMENT

POSITION: Senior Applications Analyst
POSITION CODE: **BCAT:** 461P00
DEPARTMENT: Office of Information Technology
SALARY RANGE: Commensurate with qualifications and experience
(Sponsored funds)
APPLICATION DEADLINE: November 21, 2008 or until the position is filled

QUALIFICATIONS:

Bachelor's degree or equivalent experience required; Three to five years Banner/Peoplesoft product knowledge and experience required. Experience with Oracle databases in a UNIX environment required. Strong customer service orientation and excellent communication skills, both written and verbal; 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.

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 duties, as required.

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: 11/7/08