April 18, 2007

University of Wisconsin-Superior
Applications Services – Information Systems Supervisor 2
Position Description

POSITION SUMMARY: The Applications Services – Information Systems Supervisor 2 is responsible for the design, analysis, programming, and implementation of new technologies and upgrades to enterprise-wide information system (PeopleSoft). It encompasses the full scope of packaged information systems project management including functionality review, systems analysis, implementation and upgrade project planning, and application of upgrades to technical and functional components of the system. This position is responsible for the development and upgrade cycle of a wide range of applications that are used in day-to-day operations of the University of Wisconsin-Superior. This is a supervisory position responsible for hiring, training, annual performance review, discipline and termination of employees in the Applications Services group. It is a member of Technology Services Management Team and reports to the Chief Information Officer.

GOALS AND ACTIVITIES

40% **A. Manage team of programmer/analysts**.

A1. Ensure that adequate application support is provided for Student Financials, Student Support Services, Telephone Accounting, Financial Aid, University Relations, Institutional Research, Admissions, Student Records, Advisement.
A2. Ensure that reports are generated to assist with common data set, various surveys, analysis of curriculum, and for submission to UW System and State and Federal regulatory agencies
A3. Coordinate the development of workflow applications to facilitate communications in business processes
A4. Support and propose standards and procedures to improve organizational effectiveness
A5. Ensure that adequate technical support is provided for Brio (Hyperion), PeopleSoft Shared Financials.
A6. Ensure that system development follows standard systems development life-cycle
A7. Effectively recommend the hiring, transfer, suspension, layoff, recall, promotion, discharge, evaluation, and discipline of employees.
A8. Assign work areas and duties or responsibilities to employees.
A9. Develop, administer, and conduct training programs and meetings for all employees, including new employee training.
A10. Establish goals and measurable standards for all work performed.
A11. Conduct performance and development reviews with employees.
A12. Develop project implementation plans
A13. Assign individuals and other resources to projects
A14. Manage technical projects and/or work as a member of technical teams and keep users and management informed of progress and project status
A15. Coordinate projects with other affected units of the University and external agencies
A16. Develop long-range plans for staff professional development
A17. Develop programming budgets
A18. Ensure that inquiries and requests from users are adequately addressed
A19. Coordinate regular meetings with functional users and other project stakeholders
A20. Respond to inquiries and requests from users

20% **B. Database Administration and Systems Integration.**

B1. Perform database administration for multiple database instances (production, test, patch.)
B2. Manage database performance, security, and backups for campus systems, including PeopleSoft Student, TMA, and Campus ID Card system.
B3. PeopleSoft Student extracts to create student and staff campus Network and Email accounts, electronic and printed directories
B4. Password synchronization between PeopleSoft Student and the network

B5. Data synchronization between PeopleSoft Student and Campus ID Card, Meal and Dorm systems.
B6. Evaluate and manage systems integration projects and feasibility
B7. Integration with IAA for authentication into major Central Systems (D2L, SFS & HR)
B8. PeopleSoft extract of students, classes and enrollments into D2L
B9. PeopleSoft Student to Shared Financials accounting transactions
B10. Research new Oracle back-end and middleware technologies (Toad, DBMS, J-Developer, BPEL, IdM, SOA,)

20% **C. Provide PeopleSoft Technical Support**

C1. Coordinate setup and maintenance of Student instance of PeopleSoft Application Servers (Tuxedo)
C2. Coordinate setup and maintenance of Student instance of Process Schedulers
C3. Assist with Windows Server Administration

15% **D. PeopleSoft Upgrade Lead -** review new components and upgrades and evaluate requests for system customization

D1. Review new functionality, upgrades, and/or requests for customizations to student information system
D2. Evaluate new modules and upgrades made available by vendor
D3. Work with functional users and technical personnel to determine the necessity for a particular upgrade or module and its potential impact on the rest of the system.
D4. Prepare documentation relative to upgrade functionality
D5. Prepare time estimates, timing, and recommended sequence of upgrades, customizations, and new modules
D6. Ensure that documentation is in place to track implemented modifications to system
D7. Work with the database administrator to implement modifications to data storage structures of the system
D8. Work with programmers to implement new modules and apply modifications to existing functionality first in a test environment and eventually in live, production environment.
D9. Work with functional users to schedule and guide testing effort of new and modified functionality

5% **E. Miscellaneous Duties:**

E1. Supervise student interns to leverage productivity
E2. Learn new technologies that can potentially automate processes and improve productivity

Required **KNOWLEDGES AND SKILLS**:

A. Application Development
   1. Application designer tools such as Application Designer or Power Builder
   2. Relational database tools such as SQLServer, SQL, or SQLPlus
   3. Programming and reporting tools such as Java, SQR and Crystal Reports, Brio
   4. Web technologies such as HTML, XML, CSS and Cold Fusion
   5. Experience in enterprise-wide information system upgrade

B. Functional experience
   1. Experience with Student Information Systems

C. Desktop and network environment
   1. Windows-family operating systems
   2. Office suites such as Microsoft Office or Corel WordPerfect
   3. Internet Explorer or other browser applications
   4. Working knowledge of networking concepts, designs, equipment and administration

D. Supervisory
   1. Knowledge of effective management, supervisory, problem solving, and leadership techniques required to supervise professional staff
   2. Ability to supervise and manage a variety of staff and projects simultaneously
   3. Knowledge of the principals of project management, estimation, change control, and work plan preparation, both short term and long range
   4. Knowledge of budget management techniques
   5. Effective leadership skills including the ability to motivate others in an IT team environment

D. Other.
   1. Prefer Master's degree in Computer Science or a related discipline
   2. Excellent personal skills and communications skills evidenced by good working relationships with functional users and technical staff
   3. Enthusiasm for learning new technologies