POSITION SUMMARY: The Information Systems (IS) Business Automation Senior provides focused support for the use of UW-Superior’s enterprise-wide administrative information systems (PeopleSoft Campus Solutions, ImageNow, etc): Special focus is given to the business use of PeopleSoft modules (Campus Community, Admissions, Advising, Financial Aid, Student Records and Student Financials). The position focuses on further developing, implementing, enhancing, and maintaining the information systems and services for the support of the University’s business maximizing the use of the delivered product’s features. The position conducts analysis of business processes, researches functionality, and develops options that redesign the function and avoid the use of expense to maintain customizations or bolt-ons. The position provides introductory training, documentation, and day to day support of the PeopleSoft and ImageNow environment. This position is a member of Technology Services and reports to the Director of Applications Services.

GOALS AND ACTIVITIES

40% A. Business Automation: Analysis, Design, and Implementation
   A3. Prepare and present business case for IT projects.
   A4. Represent business rules and business information on IT Project teams.
   A5. Advise program areas on appropriate and effective use of IT to improve service delivery
   A6. Develop, review, and recommend long- and short-range automation plans consistent with business program objectives and IT Plans.
   A7. Analyze problems identified by business users and create requirements for changes to systems processes.
   A8. Consult on the meaning and use of automated information
   A9. Facilitate the (re)design of business processes
   A10. Maintain awareness of office automation capabilities and apply to business processes

20% B. PeopleSoft Report Development and Support
   B1. Catalog and document PeopleSoft queries, Crystal Reports or XML reports for use by business users including reports that 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, etc. The goal is to provide both programming staff and functional users a resource that thoroughly represents what is available before developing a new report.
   B2. Provide adequate technical support for PeopleSoft datamart reporting environment and UW System reporting Brio (Hyperion).
   B3. Design and conduct training for end-users in accessing data through running reports

20% C. PeopleSoft Patches/Upgrades and Security Administration
   C1. Research new modules and upgrades made available by vendor.
   C2. Prepare documentation relative to upgrade functionality.
   C3. Work with functional users to schedule and guide testing effort of new and modified functionality.
C4. Work with other programmers to implement new modules and apply modifications to existing functionality first in a test environment and eventually in live, production environment.

C5. Support business area data custodians and chief information officer in maintenance of data security through design and application of proper security protocols and profiles

C6. Perform systems security administration

C7. Provide end-user training on security for restricted data.

15% D. Service Workflow and IT Project Management

D1. Coordinate scheduling and implementation of new or enhanced data applications with business users and IT development team.

D2. Coordinate the workflow applications to facilitate communications in business processes.

D3. Follow standard systems development life-cycle.

D4. Keep users and management informed of progress and project status.

D5. Coordinate projects with other affected units of the University and external agencies.

D6. Ensure that inquiries and requests from users are adequately addressed.

D7. Trouble-shoot and resolve software program problems.

5% E. Miscellaneous Duties:

E1. Develop end-user manuals, handbooks, user guides and materials for IT systems and related business processes.

E2. Supervise student interns to leverage productivity.

E3. Learn new technologies that can automate processes and improve productivity.

Required position KNOWLEDGES AND SKILLS are:

1. Knowledge of applications/software programming development with tools and environment
2. Knowledge in relational database structures.
3. Knowledge of programming and reporting tools PeopleSoft Query, Crystal Reports, Brio/Hyperion.
4. Knowledge and experience in applying vendor patches and upgrades.
5. Knowledge with server/network environments such as Windows 2008, SQL Server, Oracle, portal, web servers (IIS, Web Logic).
6. Knowledge with Windows-family operating systems such as Windows, Windows XP, and MS Office family.
7. Knowledge and experience with multiple modules of enterprise-wide information systems or Student Information Systems (example, PeopleSoft Campus Solutions).
9. Excellent personal skills and communications skills evidenced by good working relationships with functional users and technical staff.