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| --- | --- | --- | --- | --- | --- |
| Employee Name: | |  | | Fresno State ID # |  |
| Classification: | | Programmer Analyst – Foundation | | Working Title: | Enterprise Applications Programmer |
| Prepared By (MPP/Chair): | | Rafael Villegas | | Department: | Technology Services |
| Bargaining Unit: | R09 | FLSA Status: | Non-Exempt | Date Prepared: | 04/08/2024 |

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| **POSITION DESCRIPTION** |

**Overview**

This role primarily offers technical and production support for PeopleSoft systems, focusing on student admissions, student records, student financials, financial aid, and/or University Human Resources functions. The support extends to areas like Finance, Payroll, Student Services, and other administrative and academic departments across campus.

The Enterprise Applications team, part of Information Technology Services, serves as the university's central IT unit. The successful candidate will work alongside professional analysts and programmers to advance the university's mission through supporting enterprise applications. Responsibilities may include software development, documentation, and quality assurance testing, in addition to primary PeopleSoft support.

Under the guidance of the Director of Enterprise Applications, this role provides ongoing technical, analytical, and programming support for PeopleSoft and other enterprise applications. It involves coordinating system modifications, creating documentation, and contributing to strategic planning for system enhancements.

**General Responsibilities**

* All Technology Services staff are expected to adhere to the following principles in their work: show courtesy and respect towards others; communicate in an effective and timely manner and take steps to ensure proper understanding; collaborate willingly with others to help advance the goals of the department and university.
* Foster positive working relationships and maintain appropriate interpersonal interactions with colleagues and members of the university community.
* Engage with customers in a manner that ensures the delivery of high-quality service.
* Adhere to university and departmental policies, actively maintaining an understanding of these policies.
* Follow university and departmental procedures and practices as directed by the employee's manager, actively staying informed about these protocols.
* Demonstrate regular attendance and punctuality for work, shared tasks, and meetings, respecting colleagues' time.
* Maintain security and confidentiality as per University policies and industry standards.
* All IT professionals, regardless of classification or level, are expected to safeguard confidentiality and data integrity from misuse, loss, or unauthorized access.

**Major Duties**

* Develop and enhance functionality across PeopleSoft Campus Solutions, HR, and Finance modules using tools like PeopleTools App Designer, Application Engine, SQR, PS Query, and BI Publisher.
* Provide ongoing production support for PeopleSoft modules and assist functional users in system utilization.
* Offer technical and system administration support, including coordination with third-party applications and interfaces, development, maintenance, and documentation.
* Collaborate with external IT Solution Providers for system support and enhancements, ensuring smooth operations and future system evolution.
* Evaluate and troubleshoot third-party software, working with vendor support and internal teams for resolutions and quality assurance testing.
* Coordinate production moves with change control staff, ensuring seamless transitions.
* Propose technical solutions aligned with business processing requirements.
* Foster positive relationships with IT resources across campus and external entities, facilitating effective collaboration for evolving administrative computing needs.
* Provide strategic recommendations to the Director regarding technical resource allocation and enhancements.
* Perform other assigned duties as required.

**Supervisor and Supervisory Responsibilities:**

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| --- | --- |
| Who Supervises this Position: | Director of Enterprise Applications, Technology Services |
| Who is Responsible for completing the Performance Appraisal: | Director of Enterprise Applications, Technology Services |
| What other classifications does this Supervises: | None |

**Required Knowledge, Skills, and Abilities**

* Proficiency in object-oriented programming languages like C++, C#, etc.
* Capacity to quickly grasp and adapt to new programming languages such as PeopleCode.
* Skills in software implementation lifecycle, including translating business requirements into technical designs, contributing to fit/gap analysis, application configurations, and technical specifications.
* Ability to work independently and efficiently.
* Competence in creating business process guides, user documentation, and process workflows.
* Strong problem-solving and strategic thinking abilities for process improvement and solving complex issues.
* Exceptional attention to detail.
* Eagerness and openness to learning and implementing new technologies.
* General understanding of network configuration, programming, and protocols.
* Demonstrated conceptual thinking and analytical skills.
* Proficiency in using applications software, data structures and utilities, operating systems, and communication interfaces within the computing environment.
* Experience in creating reports using reporting tools.
* Effective communication skills, including the ability to assess user needs and communicate technology systems and solutions.
* Proficient reading and writing skills, and the ability to follow oral and written instructions effectively.

**Required Education and Experience:**

* Bachelor’s degree in computer science, computer information systems, or a related degree. Additional qualifying experience may be substituted for the required education on a year-for-year basis.

**Preferred Education and Experience:**

* Experience in higher education or public service agencies is desirable.
* Experience in using PeopleSoft Application Designer, Application Engine, PeopleCode and SQR to develop new functionality and maintain existing systems for Campus Solutions and Human Resources.
* Proficiency in modern web application development frameworks.
* Familiarity with web technology and accessibility standards.
* Thorough understanding of the Software Development Lifecycle (SDLC).
* Experience in project management lifecycle methodologies.
* Previous involvement in higher education student records systems or public service agency environments.
* Familiarity with Oracle Relational Database Systems.
* Knowledge of Web-based Portal Technologies.
* Preferred proficiency in PeopleSoft rules-based processing.

**Special Conditions**

* Willingness to travel and attend off-site training programs for professional development as needed.
* Availability for overtime work, occasional holidays, and flexible working hours to accommodate special tasks.
* May be called back for emergency work as necessary.
* Possession of a valid driver’s license or ability to obtain one by the date of hire.

**SPECIAL CONDITIONS OF EMPLOYMENT AND POSITION DESIGNATIONS:**

This position will have a duty to report to the Campus Title IX Officer information pertaining to victims of sex discrimination, sexual harassment, sexual misconduct, dating/domestic violence, and stalking as required by [CSU](http://www.calstate.edu/eo/EO-1095-rev-6-23-15.html) [Executive Order 1095.](http://www.calstate.edu/eo/EO-1095-rev-6-23-15.html)

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| Employee Name: |  | Position: | Enterprise Applications Programmer |
| Department: | Technology Services | Date Prepared: | 04/08/2024 |

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| **WORKING ENVIRONMENT** |

**Check the appropriate box which most accurately describes the extent of the specific activity performed by the employee on a daily basis. If the activity is performed less than one (1) hour each day, check the N/A box.**

**PHYSICAL EFFORT**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Number of hours/day | | | | |  |  | | Number of hours/day | | | | |
|  | N/A | 1-2 | 3-4 | 5-6 | 7+ |  |  | | N/A | 1-2 | 3-4 | 5-6 | 7+ |
| 1. Sitting | **☐** | **☐** | **☐** | **☐** | **☒** |  | 12. Lifting or carrying | |  |  |  |  |  |
| 2. Standing | **☐** | **☒** | **☐** | **☐** | **☐** |  | | A. 10 lbs. or less | **☐** | **☒** | **☐** | **☐** | **☐** |
| 3. Walking | **☐** | **☒** | **☐** | **☐** | **☐** |  | | B. 11 to 25 lbs. | **☒** | **☐** | **☐** | **☐** | **☐** |
| 4. Bending Over | **☒** | **☐** | **☐** | **☐** | **☐** |  | | C. 26 to 50 lbs. | **☒** | **☐** | **☐** | **☐** | **☐** |
| 5. Crawling | **☒** | **☐** | **☐** | **☐** | **☐** |  | | D. 51 to 75 lbs. | **☒** | **☐** | **☐** | **☐** | **☐** |
| 6. Climbing | **☒** | **☐** | **☐** | **☐** | **☐** |  | | E. 76 to 100 lbs. | **☒** | **☐** | **☐** | **☐** | **☐** |
| 7. Reaching overhead | **☒** | **☐** | **☐** | **☐** | **☐** |  | | F. Over 100 lbs. | **☒** | **☐** | **☐** | **☐** | **☐** |
| 8. Crouching | **☒** | **☐** | **☐** | **☐** | **☐** |  | 13. Repetitive use of hands/arms | | **☐** | **☐** | **☒** | **☐** | **☐** |
| 9. Kneeling | **☒** | **☐** | **☐** | **☐** | **☐** |  | 14. Repetitive use of legs | | **☒** | **☐** | **☐** | **☐** | **☐** |
| 10. Balancing | **☒** | **☐** | **☐** | **☐** | **☐** |  | 15. Eye/hand coordination | | **☐** | **☐** | **☒** | **☐** | **☐** |
| 11. Pushing or pulling | **☒** | **☐** | **☐** | **☐** | **☐** |

|  |  |  |
| --- | --- | --- |
|  | Yes | No |
| 16. Driving cars, trucks, forklifts, and other equipment | **☐** | **☒** |
| 17. Being around scientific equipment and machinery | **☐** | **☒** |
| 18. Walking on uneven ground | **☐** | **☒** |

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| **MENTAL EFFORT** | | | | | |  | **ENVIRONMENTAL FACTORS** | | | | | |
|  | Number of hours/day | | | | |  |  | Number of hours/day | | | | |
|  | N/A | 1-2 | 3-4 | 5-6 | 7+ |  |  | N/A | 1-2 | 3-4 | 5-6 | 7+ |
| 1. Directing Others | **☐** | **☒** | **☐** | **☐** | **☐** |  | 1. Inside | **☐** | **☐** | **☐** | **☐** | **☒** |
| 2. Writing | **☐** | **☒** | **☐** | **☐** | **☐** |  | 2. Outside | **☒** | **☐** | **☐** | **☐** | **☐** |
| 3. Using math/calculations | **☐** | **☒** | **☐** | **☐** | **☐** |  | 3. Humid | **☒** | **☐** | **☐** | **☐** | **☐** |
| 4. Talking | **☐** | **☒** | **☐** | **☐** | **☐** |  | 4. Hazards | **☒** | **☐** | **☐** | **☐** | **☐** |
| 5. Working at various tempos | **☐** | **☒** | **☐** | **☐** | **☐** |  | 5. High places | **☒** | **☐** | **☐** | **☐** | **☐** |
| 6. Concentrating amid distractions | **☐** | **☒** | **☐** | **☐** | **☐** |  | 6. Hot | **☒** | **☐** | **☐** | **☐** | **☐** |
| 7. Remembering names | **☐** | **☒** | **☐** | **☐** | **☐** |  | 7. Cold | **☒** | **☐** | **☐** | **☐** | **☐** |
| 8. Remembering details | **☐** | **☐** | **☒** | **☐** | **☐** |  | 8. Dry | **☒** | **☐** | **☐** | **☐** | **☐** |
| 9. Making decisions | **☐** | **☒** | **☐** | **☐** | **☐** |  | 9. Wet | **☒** | **☐** | **☐** | **☐** | **☐** |
| 10. Working rapidly | **☐** | **☒** | **☐** | **☐** | **☐** |  | 10. Change of temp | **☒** | **☐** | **☐** | **☐** | **☐** |
| 11. Examining/observing details | **☐** | **☒** | **☐** | **☐** | **☐** |  | 11. Dirty | **☒** | **☐** | **☐** | **☐** | **☐** |
| 12. Discriminating colors | **☐** | **☒** | **☐** | **☐** | **☐** |  | 12. Dusty | **☒** | **☐** | **☐** | **☐** | **☐** |
|  |  |  |  |  |  |  | 13. Odors | **☒** | **☐** | **☐** | **☐** | **☐** |
|  |  |  |  |  |  |  | 14. Noisy | **☒** | **☐** | **☐** | **☐** | **☐** |
|  |  |  |  |  |  |  | 15. Working with others | **☐** | **☐** | **☐** | **☒** | **☐** |
|  |  |  |  |  |  |  | 16. Working around others | **☐** | **☐** | **☐** | **☐** | **☒** |
|  |  |  |  |  |  |  | 17. Working alone | **☐** | **☒** | **☐** | **☐** | **☐** |