**P O S I T I O N D E S C R I P T I O N**

|  |  |
| --- | --- |
| Department: | ITS – Application, Data, & Integration Services |
| Classification Title: | Analyst/Programmer - Career |
| Working Title: | Enterprise Applications (ERP) Engineer - Lead |
| FLSA Status: | Non-Exempt  Exempt |
| Incumbent: |  |

|  |
| --- |
| **Position Summary** |

Under general direction of the Manager of ADIS Engineering, and working with the managers and director for the ITS-Applications, Data, & Integration Services department, this position leads the Enterprise Applications Engineering team, ensuring successful operations and delivery of supported services, and provides excellent customer service, prioritizes and assigns daily work, manages smaller projects, and handles escalations and incident response.

This position designs, develops, documents, and maintains campus enterprise applications, with a particular focus on PeopleSoft. Primary activities include designing, growing, and building applications for university educational and administrative systems. In addition, this position will support methods to integrate applications with the campus computing infrastructure, which includes authentication, provisioning, and enterprise portal services utilizing current technologies and DevOps philosophies. Emphasis will be placed on providing development support for critical systems, managing application builds, updates, integrations and web services, as well as creating customized modules and external product implementations for university related systems and/or applications.

|  |
| --- |
| **Duties and Responsibilities** |

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

|  |  |
| --- | --- |
| **Essential Job Functions** | **Daily 90%** |
| **Team Lead:**   1. Ensures outstanding customer service and support. 2. Works with manager to support absence management reporting (manager approves or denies) and ensures appropriate coverage and support for production systems. 3. Works with manager to provide performance feedback for support staff evaluations. 4. Leads best practices for security, policy and procedure. 5. Documents work instructions and processes. 6. Ensures service and operational escalation, incident management, and lessons learned activities for service area. 7. Prioritizes and assigns daily work; supports total time accounting. 8. Oversees work planning, such as work completion, sprint planning, standup meetings. 9. Participates in vendor interactions and negotiations; reviews vendor proposals and provides recommendations. 10. Foster ITS values and mentors' peers. 11. Monitors gaps in skills and assists in the identification and scheduling of training for members of the group.   **Enterprise Applications Engineering:**   1. As a member of a DevOps team, leverages engineering expertise to work collaboratively with service owners to deliver compelling technical service offerings to a variety of campus customers. 2. Engineers and deploys comprehensive service offerings to be handed off to operations and client service teams including detailed documentation regarding support, monitoring, access control, logging, maintenance and continuity. 3. Provides technical analysis, support, and defect resolution of assigned applications, tools and interfaces. Maintains and supports assigned systems to ensure minimal downtime and loss of productivity and service. 4. Analyzes functional requirements; researches, designs, develops, tests and implements applications, modifications, and interfaces. Installs, tests, maintains, and troubleshoots software. 5. Uses software development life cycle (SDLC) methods and procedures to facilitate application source code management and modifications. 6. Analyzes security requirements and implements procedures to meet these requirements; escalates security risks as appropriate. 7. Prepares and maintains documentation. Develops training materials.   **Consultation, Collaboration, & Support:**   1. Develops and implements project and maintenance plans for enterprise applications and associated systems. 2. Consults and collaborates with functional customers and technical staff to identify and document requirements. Determines and evaluates alternative approaches to meet user needs and recommend optimal solutions. 3. Provides escalated support to both technical and non-technical staff. 4. Leverages design expertise to collaborate with stakeholders to identify and implement procedures that facilitate a smooth delivery of or enhancements to existing services. | |
| **Related Job Functions** | **Daily 10%** |
| 1. Documents assignment status as required by supervisor. Escalates problems or unexpected resource requirements. 2. Applies general knowledge of requirements for accessibility and other regulatory compliance where appropriate. 3. Uses available resources to maintain and enhance technical currency. 4. Maintains and develops interpersonal skills to support departmental collaboration and success. 5. Performs other job-related duties and special projects as assigned. | |

|  |
| --- |
| **Required Education, Experience, and Credentials** |

Education and Experience:

* Bachelor’s degree and two years of relevant experience. Additional qualifying experience may be substituted for up to two years of the required education on a year-for-year basis.

Licenses, Certificates, Credentials:

* N/A

|  |
| --- |
| **Required Skills, Knowledge, and Abilities** |

1. Ability to analyze needs, and ensure quality delivery of products and services.
2. Demonstrated ability to prioritize and assign work. by leading sprint planning meetings, standup meetings, and service delivery for designated service area.
3. Demonstrated skill providing lead work direction and support for others and the ability to use reason and negotiation to build consensus towards decisions; demonstrated ability to establish and maintain cooperative working relationships.
4. Demonstrated ability to achieve established objectives by managing project timelines, coordinating resources and staff, and leading implementation efforts.
5. Ability to apply sound judgment in managing conflict, setting priorities, and escalating problems.
6. Ability to provide leadership in solution design, architecture, and modern development practices, and ability to mentor other engineers in these areas.
7. Demonstrated skill developing, integrating, and deploying ERP applications and web-based application technologies, including account management, data and system integrations, browser-based client interaction, and database application logic.
8. Demonstrated skills developing applications using modern languages (e.g.,PeopleCode, Java, Python, JavaScript/TypeScript, etc.)
9. Demonstrated experience using databases/query languages to store, manipulate, and retrieve data (e.g., MySQL, MSSQL, PostgreSQL, or Aurora)
10. Demonstrated ability to develop and deploy applications and database applications using enterprise-level tools including application languages, query languages, and web development tools.
11. Demonstrated skills developing solutions and new functionality for application upgrades and enhancements.
12. Demonstrated ability to think conceptually to ensure all parts of an application function together and as intended.
13. Demonstrated skills maintaining, modifying, and updating existing applications according to customer requests and business needs.
14. Thorough working knowledge of testing practices and application debugging and troubleshooting procedures.
15. Demonstrated ability to identify and implement critical maintenance fixes and to isolate and correct malfunctions, including interface problems.
16. Demonstrated experience with Linux and Windows operating systems.
17. Demonstrated ability to research and evaluate new technologies and software to meet user needs.
18. Demonstrated ability to work with technical and non-technical staff to identify user requirements and translate them into technology-based solutions.
19. Ability to use creative problem-solving skills and apply effective technical solutions.
20. Ability to apply security policies, models and frameworks to ensure appropriate security is maintained.
21. Excellent verbal and written communication skills, including the ability to prepare and deliver formal and informal documentation, presentations, and training to a variety of end users.
22. Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
23. Ability to foster and maintain positive and professional working relationships; ability to effectively handle interpersonal interactions at all levels and respond appropriately to conflicts and problems.
24. Ability to provide lead work direction and train others.
25. Interest and ability to maintain and enhance technical currency.
26. General knowledge of requirements for accessibility and other regulatory compliance.

|  |
| --- |
| **Preferred Skills and Experience** |

* Degree in computer science or related field.
* Knowledge of PeopleSoft applications (e.g., Campus Solutions, Financials, Human Resources, Student Administration)
* Certifications:
  + Associate AWS SysOps Administrator or higher
  + Associate AWS Developer or higher
* Thorough working knowledge of lean/agile work management processes.
* Demonstrated skill with deployment automation tools and techniques.
* Demonstrated experience with analytics and logging software.
* Understanding of AWS tools and frameworks.
* Demonstrated experience with data networking TCP/IP concepts and how they relate to application delivery.

|  |
| --- |
| **Special Conditions** |

* Must be able to successfully pass a pre-employment background/fingerprint check.
* This position classification has been defined as exempt and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).
* Must be able to adjust working hours to meet special jobs. Must be able to work overtime or holidays on an as-needed basis.
* May be called back periodically to perform work as needed on an emergency basis.
* Must be willing to travel and attend training programs off-site.
* The person holding this position is considered a “mandated reporter” under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

|  |  |  |
| --- | --- | --- |
| **INCUMBENT:** I have read this position description and understand its contents. | | |
|  | | |
| INCUMBENT NAME | SIGNATURE | DATE |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SUPERVISOR:** I certify that all statements on this form are complete and accurate. | | | | |
|  |  |  |  | |
| Immediate Supervisor name and title | | Signature | Date | |
|  | |  |  | |
| **DEPARTMENT HEAD:** I certify that all statements on this form are complete and accurate. | | | | |
|  | | | | |
| department HEAD name and title | | Signature | | Date |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **HUMAN RESOURCES USE ONLY** | | | | |
| Employee ID#: |  | REQUEST FOR: | CLASSIFICATION INFORMATION | |
| Position Number: |  | Update Review for File | Classification Title: |  |
| FTE: |  | Classification Review | Class Code/Range: |  |
| Permanent |  | New Position Recruitment | CBID: |  |
| Temporary |  | Replacement Recruitment | MPP Job Code: |  |
| COI Position |  |  | Classifier Initials: |  |
| Recruitment Number: |  |  | Date: |  |