

Carleton College Exempt Position Description

Job Title: Enterprise Analyst/Developer - Grade 14

Reports To (Title): Director of Enterprise Information Services

Department: Information Technology (ITS)

Division: Dean of College

Revision Date: 08/01/2021

Position Overview:

The ideal Enterprise Analyst-Developer will work collaboratively across ITS as well as across campus to support the requirements and initiatives of the Enterprise Information Services team in ITS. They will work closely with various departments, as well as IT business analysts, to implement fixes, enhancements, and new technologies. They will provide backup coverage for other members of the Enterprise Information Systems team.

The best-qualified candidates will bring a minimum of 5 years of deep experience in integrated information systems, systems analysis, design, and coding. Ideally, their experience should include multi-tenancy cloud architectures, such as Salesforce, and in-depth knowledge of modern development tools, such as .NET programming and API development.

Our Information Technology Department offers a genuine work-life balance, excellent vacation, sick leave accruals, and comprehensive health benefits.

Essential Job Functions/Responsibilities:

General

- Provide needs analyses, training, and documentation for campus constituents
- Act as liaison with software vendors as assigned
- Develop and conduct technical training sessions
- Develop productive relationships with IT staff and users
- Promote sharing of information and expertise
- Mobilize technical and non-technical people to work together toward organizational goals
- Continually develop knowledge in all areas of EIS team to provide overlap support
- Promote proper use and security of college data

Data and Integrations

- Work with IT staff as well as campus constituents to implement and build a new integration environment using modern integration tools
- Work with campus Data Management Task Force as new or existing data integrations are developed and adjusted
- Continually develop knowledge in integration technologies and strategies
- Upgrade and support integration tools and environments

Application Support

- Provide both primary and secondary support for assigned software applications. Applications are a blend of on-premise and cloud deployments, but have been moving towards more cloud deployments over time
- Work with other areas of the IT organization to provide the above support, such as help desk personnel and system/networking staff

- Provide leadership during upgrade implementations, problem troubleshooting and resolution, solution testing, and process improvements
- Other duties as assigned

NOTE: This job description is not intended to be all inclusive. Employee may perform other duties to meet the ongoing needs of the organization.

Describe Supervision Received and Exercised: May supervise and train student workers

Education/Experience/Skills (supported by job duties):

Required education and years of experience:

- Bachelor's degree and 5 years of full-time work experience with integrated information systems, systems analysis, design, and coding

Required knowledge, skills and experience:

- Knowledge of the theories, principles, and current trends of integrated information systems
- A strong foundation in database concepts
- Strong oral and written communication skills; polished interpersonal skills
- Evidence of superior analytical and organizational skills
- Ability and willingness to adapt to a fluid work environment, including team and independent responsibilities
- Demonstrated commitment to collaborative decision-making
- Desire and ability to work with end-users and other IT staff
- Self-starter with excellent time management skills
- **Experience should include some of these technologies:** NET programming; REST web services; c# programming; Apache Tomcat; html/CSS; java; GIT; project management software such as Asana or Jira; modern integration platforms; identity management applications

In addition to meeting the above outline knowledge, skills and experience, the following are highly desired:

- Master's degree and at least 3 years of full-time progressive work experience with integrated information systems, systems analysis, design, and coding
- Experience with industry-standard integration tools such as SnapLogic, Informatica, Mulesoft
- Experience with SQL coding and tools
- Familiarity with the support of any of the following products is a plus: MS SQL Server and related tools; Ellucian Colleague; Ellucian Ethos or other enterprise integration or ESB tools; Salesforce; Salesforce Apex; Hyland OnBase
- Knowledge of information requirements in a variety of higher education areas
- Experience with industry-standard reporting software, such as SSRS, Cognos, Tableau
- Experience with end-user support and training
- Ability to present information in a clear and concise manner using a wide variety of presentation strategies (e.g., graphs, tables, text, multi-media)
- Experience in the Microsoft SQL environment including SSRS and SSIS
- Experience with data governance concepts