FISK UNIVERSITY

Job Description Form

Position Title: Administrative Systems Coordinator
Department: Office of Information Technology Services (ITS)
Reports To: Director of ITS
FLSA Designation: Exempt
Bargaining Unit Position: No
Date Written/Revised: May 2014

POSITION SUMMARY
Primarily, the Administrative Systems Coordinator has ultimate responsibility for ensuring the alignment of the University’s Banner System strategy with the academic and business strategies.

ESSENTIAL FUNCTIONS

40% Banner Systems Users Support

- Supervise the Banner support service function of ITS to ensure effective and efficient service to the end user community
- Provide day-to-day support and assistance to end-user departments.
- Generate standard and custom reports for Banner users
- Generate standard and custom reports for the MSSQL Reporting Server
- Oversee the development of outcome-based metrics that measure the level of user support and satisfaction
- Develop and maintain Banner User Guides
20% **Banner Systems Management**

- Provide overall leadership for the Banner Systems strategic plan
- Define, develop and track key performance indicators as they relate to training, user-support, and overall customer satisfaction of the Banner System
- Develop policies and procedures as it relates to the successful management and use of the Banner System by the Fisk community.
- Oversee systems, database administration and application functions as it pertains to the Banner system
- Serve as liaison between end-users and the software vendor (SCT) in matters pertaining to training, service and support
- Assist the Director of ITS in identifying and prioritizing issues for the Banner Users Council and successfully implementing the recommendations
- Develop, implement and monitor the Banner Systems budget

20% **Banner Systems Development**

- Provide leadership and assistance in identifying, designing, developing and implementing operations to enhance the usage and efficiency of the Banner system.
- Coordinate the implementation and integration of third party systems with Banner.

10% **Banner Systems Maintenance**

- Perform regular maintenance of the Banner System and the Oracle database
- Provide technical support to administrative departments
- Coordinate system upgrades and quality testing.
10% Banner Systems Training

- Oversee the development of the Banner Training Plan for the Fisk community
- Develop and facilitate hands-on training classes for Fisk community
- Develop and provide web-based training courses for Fisk community
- Oversee the development of outcome-based metrics that measure the training program
- Supervise and assist in the development and delivery of fundamental Banner training to faculty and staff.
- Coordinate the delivery of third party training materials to faculty, staff and students and access their effectiveness.

SECONDARY FUNCTIONS
Other duties as assigned or arise.

ORGANIZATIONAL RESPONSIBILITY
No direct reports

SPECIFIC JOB KNOWLEDGE, SKILLS AND ABILITIES

- Advanced Banner administration skills
- Advanced Banner problem identification and resolution skills
- Intermediate Oracle database administration skills
- Advanced SQL skills
- Intermediate Unix and NT systems administration skills
- Ability to identify and evaluate new technological developments and gauging their appropriateness for the University's academic and administrative needs
- Ability to work under temporal, budgetary and manpower limitations
- Excellent oral and written communication skills
- Strong interpersonal and relationship building skills
• Good vendor and contract management skills

QUALIFICATIONS

Education: Bachelor's degree in computer sciences, information systems or system science.

Experience: Minimum of three or more years of experience in computing and information systems with increasing responsibility. Knowledge of education applications processes and systems is essential. Three or more years of Banner experience, with at least one in Banner Administration.

Licenses or Certificates: None are required. However, certification in database administration would be an asset.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to handle or feel; reach with hands and arms; talk and hear. The employee may regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

Normal office conditions. The noise level in the work environment is usually moderate.

This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time.