Major Responsibilities:
Under administrative direction, independently support and maintain Records and Registration (R & R) portion of SHE (Sungard Higher Education) Banner – INB (Internet Native Banner) and SSB (Self Service Banner) SIS Student Records and other software systems including the unit’s Document Imaging System and DARS (Miami of Ohio’s Degree Audit Reporting System). Maintain departmental hardware including servers, printers, scanners, and network connectivity, by performing a variety of complex computer support functions such as systems/software consulting, systems maintenance and development of ad-hoc reports, as well as user training. Assist with technical requirements for interface systems associated with R & R and Enrollment Services for Document Imaging, DARS Degree Audit software, NCAA, Veterans and CollegeNet’s R25/S25. Develop ad hoc reports using SQL other programming languages for academic and administrative staff and external constituencies.

Job Duties:

Banner SIS Related Tasks – 45%
Formulate, code, test, and document computer programs using SQL or Discoverer or other programming languages to produce printed reports, labels, files and other output from the Student Records component of the EWU Banner Student Information System (SIS). Maintain Records and Registration related validation tables in Banner.

Be proficient in SQL programming language. Knowledge of and experience with Student Records data and also how it relates to federal and state laws regarding release of information including FERPA (Family Educational Rights of Privacy Act), and Soloman Amendment. Develop, schedule, and produce SIS processes for the unit. Tasks include:

- Create new and run existing reports and batch processes at the request of internal and external constituencies, and for staff of Student Records to aid in more efficient operation.
- Troubleshoot problems for office staff including software, hardware, printer, scanners, and network connectivity.
- Implement, maintain, train and assist R & R staff in the use of university software applications as they pertain to the office. Including but not limited to Banner INB, Banner SSB, DARS, R25/S25, Sutton domain, and imaging.
- Assist staff in implementing and using software required from outside agencies including Veterans Affairs, NCAA and Clearinghouse.
- Technical knowledge and understanding of the SIS Student Records component database elements and structures and their relationships to Banner SIS, reporting, and delivered processes. Acquire an understanding of the system integration with other units.
- Coordinate with and assist the SIS Technical Services Team in the maintenance and support of nightly processes and scheduling.

Research, Analysis, Testing, & Maintenance – 35%
Perform detailed and complex analysis of Banner SIS unit related programs and processes. Assist members of the SIS Technical Services Team and the Records and Registration office in support of other programs and processes. Tasks include:
Have expert knowledge of all Student Records functions and data, forms, processes, procedures and information resources within SIS. Test vendor supplied enhancements and patches for the unit. Design and create tools to support this testing.

Continually evaluate and analyze the SIS system by designing, developing, and write applications and computer programs to support more efficient office/program operations.

Run and monitor delivered base processes for Student Records, batch processes, roll processes, etc.

Maintain electronic table entries to maintain Student Records INB and WEB applications.

Responsible for maintaining departmental security documents and for authorization of requests for security access to Banner SIS Student Records Forms for employees.

Formulate and submit work requests, DBA Action forms and service level agreements to Enterprise Systems.

Participate in planning, testing and evaluating software products for institution standards.

Research and analyze, recommend new systems and/or equipment to provide more efficient, cost effective operation.

Document Imaging Requirements – 10%

- Administer and maintain the Document Imaging System server systems and software and security.
- Maintain the SQL server database and test environment for the Document Imaging System.
- Perform the security administration for the document imaging system.
- Create policy and training documents for the Document Imaging System.
- Research and make recommendations for system enhancements and upgrades.
- Develop training tools and presentations for end users.

Degree Audit Requirements – 5%

- Technical support for Records and Registration for the degree audit system.
- Evaluate and recommend hardware and improvements to the system.
- Develop basic knowledge of the degree audit system operations.
- Develop and maintain interfaces and data extracts for Banner SIS and DAR’s system.

Consultation & Training Tasks 10%

Consult with and provide technical support and expertise to the EWU faculty and R & R staff with their use of Banner SIS, Document Imaging, DARS, and related processes. Provide analysis for “best practices” in computing concepts for the unit. Provide structured training and instruction to departments/users on and Document Imaging use. Write and maintain user and technical documentation manuals and training materials. As a member of the SIS Technical Services Team, work with the directors and staff from the Student Service offices as well as members of the Integrated Services Team with their use of Banner SIS Student Records and related processes. This includes:

- Developing tools and providing training to both departmental personnel in the functionality and use of Student Records and Banner SIS forms and use of available features of the system including, prerequisite checking and course information input.
- Train department personnel in Banner, and Document Imaging.
- Plan for, schedule and coordinate the changes and upgrades to Banner SIS and document imaging, and assist with these processes for the DARS systems.
- Attend staff meetings, and represent the Office of Records and Registration and the Banner Technical Users Group (BUG-T) and other technical meetings where expertise may be required.
- May supervise lower level employees.
- Actively participate in the Quality Service Initiative.
- May represent the university and present at state meetings and national conferences.
Other duties as assigned.

**Preferred qualifications:** Bachelor’s degree in a computer related discipline such as math, computer science or management information systems. At least five years of higher education experience with SUNGARDHE’s SISPLUS or Banner Student Information System.

**Qualifications:** Successful candidate should possess an associates degree or equivalent education in a computer related discipline such as math, computer science or management information services. Commitment to excellence in service to students, faculty, staff and administrators is essential. Software used on a regular basis includes Word, Excel, PowerPoint, email, and electronic calendar. Other skills should include effective public speaking and written communication skills; a commitment to diverse perspectives; strong organizational skills, flexibility, and the ability to handle a demanding work schedule; have the capability to work independently within a team environment.