Classification Description

Job Title: Applications Support Specialist II   **Pay Grade:**   TC040

Job Code: T032   **FLSA Status:** Exempt

Job Purpose

This position provides advanced data and technology support to various College functional areas which may include Human Resources/Payroll, Financial Aid, Finance and Accounting and/or Student Services. This role is responsible for maintaining and enhancing the College's enterprise wide-information system (Banner) and ensuring data retrieval and state report compliance.

Responsibilities include taking a lead role in Banner module maintenance, updates, planning, and implementation of new features, lead user role in conversions, troubleshooting, process improvement analysis, and collaborative support to information feeding to other Banner modules. Systems include but are not limited to Banner, myFSW portal and other functional area-specific software applications. The Applications Support Specialist II serves as the primary liaison between the functional areas and IT, contributing to the development of new initiatives and serving as the primary administrator for Banner. The position is expected to demonstrate advanced skills in report creation, project management, and troubleshooting complex and operational issues. This position provides consulting and training to functional areas.

General Responsibilities

Essential Functions

Leads in the areas of new enhancement identification, development, and implementation; troubleshooting system and operational problems; coordination of problem solutions with all users, Technology Services, and Ellucian.

Plans and conducts weekly meetings with user staff to identify immediate user issues and day-to-day needs of functional area staff; provides project progress reports to the immediate supervisor and respective functional area administrator.

Leads projects for the functional area including identifying needed revisions to the Banner system, workflow, and process improvement in Banner and other data and information needs.

Designs, and develops project plans leading and facilitating implementation; identifies solutions to problems and facilitates resolutions.

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Ensures Banner and workflow documentation is developed and kept current through task analysis with end users.

With the department administrators, establishes and maintains user profiles and security for the department's Banner system. Grants and tracks access in support of and at the direction of the administrators.

Serves as the lead between the functional area and technology services in developing new information initiatives and maintaining/troubleshooting current systems.

Develops and updates the Banner self-service module, serving as the primary web tailor administrator.

Develops complex Banner reports and creates standard reports including the use of the report scheduler; assists with ad hoc reporting.

Collaborates with the functional area staff to create a library of reports for use by department staff.

Provides training and consulting to functional area staff in Banner enhancements, data retrieval, and report writing.

In conjunction with the appropriate reporting staff member, contributes to the completion of appropriate state reports ensuring accurate and timely submission to the State.

Reviews performance of application programs to ensure program efficiency, program documentation, and to ensure that output meets the needs of user departments.

Reviews product upgrades and enhancements and advises users of impact.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree from a regionally accredited institution of higher education.

Four (4) years of application systems support experience and experience in a related functional area. The appropriate combination of education and experience may be substituted.

Proficiency in using functionally specific information system programs such as Banner.

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Demonstrated experience using a personal computer, office software such as MS Office, Crystal reports, Banner applications, and/or Windows operating systems.

Demonstrated ability to:
- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:
- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

<u>Work Conditions/Physical Demands/Special Conditions</u>

Physical:	Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.
Environmental:	Normal general office.
Mental:	Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: May 31, 2023.