



Classification Description

Job Title: Applications Support Analyst I

Pay Grade: TD030

Job Code: T051

FLSA Status: Exempt

Job Purpose

This position is primarily responsible for providing support to users on applications that integrate with the College's Enterprise Resource Planning (ERP) system and stand-alone applications used in business operations. Responsibilities include planning and implementation of new features, interfaces, conversions, troubleshooting, end-user training, and process improvement analysis as it relates to business operation applications.

General Responsibilities

Essential Functions

Analyzes and designs new departmental processing initiatives; prepares project plans and other management reports to identify proposed enhancements to the system, status of program development, and departmental needs.

Responds to inquiries involving a wide range of issues involving Banner screens and a variety of related processes across campus.

Plans, organizes, and implements new projects related to specific applications related to their areas of support.

Provides support to departmental leaders in determining data processing requirements and technology needs based on new project priorities, changes in legislation, and system enhancements.

Reviews performance of applications to ensure functional efficiency, functional documentation, and to ensure that output meets the needs of user departments.

Develops and delivers training on specific applications they are responsible for; works with supervisor to coordinate continuous system training for user departments, which is designed to enhance knowledge of software applications and emerging technology.

Assists with the operation, integration, troubleshooting, and maintenance of Banner modules as well as related external applications.

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Identifies and defines web-based applications to support administrative functions; coordinates system audits to ensure data integrity and accuracy; collaborates on common data definitions regarding the interface of College-wide data files and operations.

Provides business improvement to administrative services within the software applications.

Specialized Support Area Functions – May support one or a combination of the following areas:

Financial Services

Responsible for the maintenance, administration, and implementation of applications used in the Financial Services area of the College.

Troubleshoots check processing software, works with end-users to resolve issues, and implements changes to the check process to create efficiencies.

Responsible for the creation, implementation and support of financial services forms and automating processes using various business automation applications at FSW.

Assists user departments with reporting, extracting, and repairing data in the Banner Oracle database using tools such as Argos, Crystal Reports, or similar reporting tools, as well as PL/SQL, MS Access and Excel, and Banner Workflow.

Identifies and defines web-based applications to support administrative functions; coordinates system audits to ensure data integrity and accuracy; collaborates on common data definitions regarding the interface of College-wide data files and operations.

Provides business improvement to administrative services within the Banner software applications.

Understanding of Banner Finance module, table structures and business processes in the Finance system. Works with other User Support Analysts to support end-users where processes flow to other areas of the ERP.

Student Services

Identifies, develops, and may deliver training on Student software application; works with student support staff to coordinate continuous system training for user departments, which is designed to enhance knowledge of software applications and emerging technology.

Assists in the support of the College CRM which consists of, but is not limited to, upgrades, patches, SQL expressions, workflows and training.

Responsible for the creation, implementation and support of student service forms and automation processes using various business automating applications at FSW.

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Conducts meetings with Student Affairs departmental leaders to determine how Banner Student can be used to support the goals and objectives of FSW; develops recommendations for application enhancements and upgrades; creates project plans; assists in leading the implementation of new student technologies; evaluates and reviews performance of Banner Student applications to ensure functional systems effectiveness.

Assists user departments with reporting, extracting, and repairing data in the Banner Oracle database using tools such as Argos, Crystal Reports, or similar reporting tools, as well as PL/SQL, MS Access and Excel, and Banner Workflow.

Understanding of Banner Student module, table structures, user self-service and business processes in the student system. Works with other User Support Analysts to support end-users where processes flow to other areas of the ERP.

Accounts Receivable

Assists with the payment gateways, troubleshoots as necessary, and works with vendor to correct any connection errors.

Builds scripts and reports to update fees within the student accounts receivable system. Works with Bursar to develop automation of fee processing to eliminate input errors and create effective business model.

Assists user departments with reporting, extracting, and repairing data in the Banner Oracle database using tools such as Argos, Crystal Reports, or similar reporting tools, as well as PL/SQL, MS Access and Excel, and Banner Workflow.

Understanding of Banner Accounts Receivable module, table structures and business processes in the AR system. Works with other User Support Analysts to support end-users where processes flow to other areas of the ERP.

Financial Aid

Responsible for building the aid years in Banner.

Works with Application Development team to integrate Banner Financial Aid into third party applications used for verification, forms, and communications.

Assists user departments with reporting, extracting, and repairing data in the Banner Oracle database using tools such as Argos, Crystal Reports, or similar reporting tools, as well as PL/SQL, MS Access and Excel, and Banner Workflow.

Understanding of Banner Financial Aid module, table structures and business processes in the Financial Aid system. Works with other User Support Analysts to support end-users where processes flow to other areas of the ERP.

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Human Resources/Payroll

Responsible for the maintenance, administration, and implementation of applications used in the HR/Payroll area of the College.

Responsible for the creation, implementation, and support of HR/Payroll forms and automating processes using various business automation applications at FSW.

Assists user departments with reporting, extracting, and repairing data in the Banner Oracle database using tools such as Argos, Crystal Reports, or similar reporting tools, as well as PL/SQL, MS Access and Excel, and Banner Workflow.

Provides business improvement to administrative services within the Banner software applications.

Understanding of Banner HR module, table structures, and business processes in the HR system. Works with other Applications Support Analysts to support end-users where processes flow to other areas of the ERP.

For all Support Areas:

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 in computer science, information technology or a related field.

Five (5) years of demonstrated full-time work experience using or supporting administrative application systems. Appropriate combination of education and experience may be substituted.

Demonstrated experience using a personal computer, office software such as MS Office (MS Word, MS Excel, MS Access) and electronic mail.

Demonstrated experience with an integrated student database such as Banner.

Experience with SQL scripting, Windows operating systems.

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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.

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Work Conditions/Physical Demands/Special Conditions

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: November 30, 2020. Revised: June 8, 2023.