BERGEN COMMUNITY COLLEGE

JOB DESCRIPTION

TITLE: Colleague ERP Systems Administrator

DEPARTMENT: Information Technology

FUNCTION: Maintain enterprise business application servers and perform hardware and software maintenance operations.

REPORTS TO: Managing Director of Administrative Systems

SUPERVISES: N/A

MAJOR RESPONSIBILITIES:

Responsibilities include but are not limited to:

1. Provide application and operating system expertise for Colleague Unidata and SQL.
2. Provide technical expertise and support for Colleague.
3. Provide technical assistance as necessary to functional administrative departments in support of the College.
4. Perform daily, weekly and monthly maintenance for Colleague database.
5. Provide support for configuration of server hardware, software, data backup and disaster recovery.
6. Provide technical support for vendor upgrades and maintenance.
7. Provide performance monitoring and capacity planning.
8. Maintain and upgrade Colleague security access rights for users.
9. Provide quality service to user community through proactive methodologies and closely coordinated communications.
10. Provide timely communications and discussion with users and IT team about impact of necessary changes.
11. Consults with supervisor, applications programmers, and functional analysts and customers to plan software implementation projects.
12. Perform analysis of Colleague software updates to inform users in functional business areas concerning business process modifications.
13. Perform analysis of Colleague software updates in relation to custom development in Colleague to identify necessary modifications to custom development.
14. Install and test application patch upgrades and/or configuration changes.
15. Create and maintain customer programs and batch programs utilizing programming tools based on Colleague environment.
16. Create software implementation test plans in conjunction with IT Colleague support staff.
17. Create technical software implementation documentation.
18. Detailed knowledge of Colleague ERP (Unidata).
19. Knowledge of the server infrastructure (Microsoft), database management systems (e.g. SQL), web servers.
20. Knowledge of Colleague Batch and Envision Form programming.
21. Knowledge of Envision Toolkit and/or Colleague Studio
22. Knowledge and work experience with Colleague release 18, SA Valet, UI 4.x, Unidata, Datatel Message Interface (DMI), Envision Data Exchange (EDX) and Web Advisor.
23. Solid troubleshooting skills.
24. Ability to communicate (verbal and written) clearly and effectively with end user and technical staff.
25. Strong knowledge and skilled in the software Development Life Cycle (SDLC)
26. Strong project management skills.
27. Must be self-motivated, proactive, team-oriented and have good interpersonal and collaboration skills.
28. Performs additional tasks or duties as assigned by the Managing Director of Administrative Systems or other designated management.

MINIMUM QUALIFICATIONS:

Knowledge, Skills and Abilities: Demonstrates understanding of the community college mission and practices an open door policy. Proficient in the use of the Microsoft Office suite. Exhibits strong skills in:
- Communication
- Customer and Student Focus
- Building Relationships
- Team Player
- Problem solving
- Organizing
- Planning

Education: Bachelor’s Degree (B.A/B.S.) or equivalent from a four-year college or university.

Experience: Must have 3+ years recent experience working with Colleague ERP system as system Administrator in Unidata and/or SQL Colleague database. Working knowledge of HP-UX and MS SQL. Minimum of 2 to 4 years related experience and/or training; or equivalent combination of education and experience.

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THE COLLEGE RESERVES THE RIGHT TO MODIFY JOB DESCRIPTIONS AT ANY TIME WITH OR WITHOUT NOTICE