BERGEN COMMUNITY COLLEGE

JOB DESCRIPTION

TITLE: Colleague ERP User Liaison

DEPARTMENT: Information Technology

FUNCTION: The Colleague ERP User Liaison is responsible for the successful deliver of high quality application support services for Ellucian Colleague nodules and ancillary applications (e.g. Customer Relationship Management) to the college community.

REPORTS TO: Managing Director of Administrative Systems

SUPERVISES: N/A

MAJOR RESPONSIBILITIES:

Responsibilities include but are not limited to:

1. Provide functional assistance as necessary to administrative departments in support of Colleague system.
2. Provide users with assistance solving software related problems, lead troubleshooting efforts, document solutions, submit cases to vendor for problem resolution if unable to resolve.
3. Assists users in creating and maintaining documentation, procedure manuals and training materials.
4. Provide training to end users on usage of Colleague module.
5. Prepares functional specifications for reporting, interfaces and customizations.
6. Provides user support in use of Colleague modules
7. Consults with college users to analyze current business processes and practices in order to meet the user support needs.
8. Provides project management, leadership, needs assessment, business process reviews, and integration support for user community.
9. Create test plans and assist users with the execution of test plans as necessary.
10. Work on implementations with technical staff including testing solutions.
11. Perform analysis of Colleague software updates to inform customers in functional business areas concerning business process modifications.
12. Perform analysis of software updates in relation to custom development in the Colleague environment to identify necessary modifications to custom development.
13. Provide report writing support by the development of specifications for new reports.
14. Perform report writing support to assigned user departments.
15. 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. Detailed knowledge of one or more ERP systems. Ability to work closely with team members. Good written and verbal communication skills. Ability to communicate clearly and effectively with end users and technical staff. Ability to manage multiple tasks. Good troubleshooting and problem solving skills, good customer service skills for supporting the college users and students. Knowledge of project management techniques and skills preferred. Proficiency is the use of Microsoft Office suite preferred. Exhibits strong skills in:

- Communication
- Customer and Student Focus
- Building Relationships
- Organizing
- Planning

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

**Experience:** 2+ years recent experience working with Higher Education ERP systems such as Banner, Colleague, and Jenzabar is required. Experience working with customers to solve problems, provide guidance and enhance their ability to use functional modules in the ERP system.

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Submitted by: __________________________ Date: ____________
Name/Title

Approved by: __________________________ Date: ____________
Name/Title

Reviewed by: __________________________ Date: ____________
Human Resources

Board Approval: _________________________ Date: ____________
Board Approval

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