



IT Systems Analyst

Wofford College invites applications for an experienced systems analyst to become a member of the Wofford College Information Technology Services (ITS) staff, reporting to the director of information management. This position supports the college's administrative software applications used by the college's Business Office, Human Resources, Office of the Registrar and Office of Financial Aid. This position performs administrative application configurations, access control, data integrations, workflow improvement and troubleshooting. This position requires knowledge and skills to support an array of applications hosted both on campus and with third-party hosting providers. Such skills include a knowledge of Oracle SQL, application management and data integration, project management and workflow modeling.

The systems analyst is a full-time exempt position that works with administrative staff, the college's contracted database administrator, vendors, contractor, and other ITS team members to ensure that the college's administrative systems meet or exceed requirements specified in the IT service catalog. The work schedule is approximately 40 hours per week. Depending on activities and system needs, evening and weekend hours may be required at times; otherwise, the normal work schedule is 8:30 a.m. to 5 p.m., Monday through Friday.

RESPONSIBILITIES:

- Provide systems support services for the college, including installation, configuration and support of systems required by the Business Office, Human Resources, Office of Financial Aid, Student Records and Student Affairs departments.
- Analyze business processes to ensure effective and efficient use of the college's shared applications and inter-office procedures.
- Develop procedures to improve and enhance administrative application operations.
- As directed by supervisor, grant appropriate application access rights, and remove access as part of defined deprovisioning processes.
- Place appropriate service requests with vendors of licensed applications and apply supplied solutions as directed by supervisor.
- Work on administrative systems projects and the day-to-day operations of shared software applications as directed by supervisor.
- Work closely with the college's data stewards and the director of information systems to ensure timely, secure and appropriate sharing of the college's information.
- Develop appropriate data interfaces between the core database and information systems applications. The nature of these services can be one-time data conversion/migrations or in support of regularly scheduled data interfaces.
- Assist the director of information systems to deliver appropriate client training on the college's shared software applications.
- Follow approved change management processes to ensure high availability of shared applications.
- Actively work and collaborate with other college departments, employees or groups on assigned and/or related projects.

- Assist with supporting the college's learning management system.
- Assist faculty with course setup, enrollment, backup/restores and integration with the college's e-portfolio system.
- Participate in department meetings in addition to attending seminars, training, etc., as needed or assigned in keeping current with IT systems-related support trends, needs and information.
- Participate and perform other duties and activities as assigned.

QUALIFICATIONS:

The systems analyst works both independently and in teams under general supervision in a fast-paced environment, and must possess excellent communication (writing, speaking and listening) skills to effectively carry out the key responsibilities of this position.

Required:

- Three years experience working as a programmer in multiple languages.
- Experience with Oracle SQL, along with the ability to write SQL functions, stored procedures and packages in PL/SQL is required.
- Experience working with Linux command-line interfaces.
- Experience with bash scripting.
- Basic understanding of Microsoft Active Directory.
- General knowledge of TCP/IP networking.

Not required but desired:

- Previous higher education experience.
- Experience working with Ellucian Banner.
- Project management experience.
- Knowledge of workflow modeling and process improvement techniques.
- Knowledge of web server platforms, including IIS, Apache/Tomcat, and Oracle WebLogic.

This position will work with confidential information and will be subject to the colleges' confidentiality policies. Multitasking along with prioritizing tasks/workload to meet timely deadlines is expected. The Office of Information Technology Services is committed to quality customer service. Attention to detail coupled with a willingness to learn new systems, skills and techniques, and strong troubleshooting skills will prove valuable to be successful in this role.

APPLICATION:

Application materials should be submitted in a single email to itsjobs@wofford.edu using the subject line "Wofford IT-Systems Analyst Search Submission." Application materials include: (1) a letter of interest that explains how you meet the required qualifications, training and skill sets for this role, (2) a current resume, and (3) names and contact information for two to four professional references.

ABOUT WOFFORD COLLEGE:

Wofford College, established in 1854, is a four-year, residential liberal arts college located in Spartanburg, South Carolina. It offers 27 major fields of study to a student body of 1,775 undergraduates. Nationally known for the strength of its academic program, outstanding faculty, experiential learning opportunities and successful graduates, Wofford is recognized consistently as a "best value" and for its commitment to student success and accessibility for low- and middle-income

students. The college community has 12 sororities and fraternities as well as 19 NCAA Division I athletics teams.

ABOUT SPARTANBURG:

Spartanburg County, the 5th-largest county in South Carolina, is home to nearly 328,000 people and 13 municipalities. The county is unmatched statewide in economic development for new investment and job creation. There are seven colleges or universities in Spartanburg as well as a comprehensive research and teaching hospital. The growing Spartanburg downtown area — with new shops and restaurants, public art and miles of walking and biking trails — is located a few blocks south of Wofford’s campus. To learn more about Spartanburg, visit onespartanburginc.com.

EEO STATEMENT:

Wofford College values diversity within our students, faculty and staff and strives to recruit, develop and retain the most talented people. Wofford College does not discriminate in employment on the basis of race, color, creed, religion, sex, sexual orientation, transgender status, gender identity, age, national origin, disability, veteran status or any other legally protected status in accordance with applicable federal, state and local laws. For information about Wofford’s Title IX compliance, visit wofford.edu/administration/title-ix.

It is the policy of Wofford College to provide reasonable accommodations for qualified individuals with disabilities for employment. If you require any accommodations to participate in any part of the hiring process, please contact HumanResources@Wofford.edu.