

Job Title: Programmer Analyst II, Accounts Receivable
Department: Academic Information Technology Services (AITS)
Supervisor: AITS Manager
Date: April 2008
Updated: July 16, 2008

A. PURPOSE OF THE JOB:

To support the operations of the Banner Student Information System (Banner) with a primary emphasis on implementing the functional requirements of the Business Office at Texas A&M University – Corpus Christi (TAMU-CC).

B. DUTIES:

This is a programmer analyst position requiring a broad base of analysis, design, and technical programming skills. A major focus is on supporting the student data and reporting requirements of the Business Office, but will also include; backup responsibilities in support of the Office of Admissions and Records, Enrollment Management, and Financial Assistance offices. The incumbent is ultimately responsible for facilitating the most effective use of Banner by the client users. Effective client usage of Banner is attained by consultation with client users. Where deficiencies in the 'baseline' Banner product are noted, it is the responsibility of the programmer analyst to modify and/or augment the Banner baseline code to satisfy the data requirements of the client users. The incumbent is also responsible for creating custom solutions in support of the Business Office and other client users, using a number of third party automation and reporting tools that integrate with Banner. These third party tools, in conjunction with Banner, are used to create end-to-end solutions, which automate repetitive manual business processes. The incumbent is also responsible for facilitating the installation and testing of upgrades and patches to Banner and supporting third party software while coordinating with Computer Services and functional support staff.

1. Major Duties:

- a. Schedule and maintain periodic reports and programs in Appworx,
- b. Write and run ad hoc reports as requested,

- c. Coordinate and test Banner upgrades that pertain to the Business Office,
- d. Create programs and forms to customize Banner as requested,
- e. Communicate with SCT action line as needed to resolve Banner issues,
- f. Write reports as needed for the Business Office,
- g. Analyze historical (SIS+) stand alone applications that still need converting to Banner,
- h. Create web forms in Web Tailor as needed for Student Self Service and Faculty/Advisor Self Service in Banner,
- i. Create WORKFLOWS (automated business processes) as needed,
- j. Analyze other computing needs not provided by the Banner system as well as recommend and implement automated solutions,
- k. Document programs and procedures,
- l. Maintain interfaces to Texas A&M University – College Station, including the accounting feed summary and cash receipts processing as well as maintaining interface to accounting WEBBBD database (accounting feed detail),
- m. Maintain interface to outsourced refund processing designated as third party HigherOne,
- n. Maintain interface to outsourced year-end tax processing designated as third party ECSI,
- o. Maintain interface to third party Touchnet Payment Gateway and Touchnet Bill/Payment Suite,
- p. Write and maintain other interfaces as needed in support of TAMU-CC reporting requirements, and
- q. Other duties as requested.

C. KNOWLEDGE AND SKILLS:

1. Education required: Bachelor's Degree in Computer Science, Information Technology, or Management Information Systems and two years of work experience.
2. Skills required:
 - a. System analysis and software development,
 - b. Report writing and Interface development,
 - c. Oracle Developer Suite (forms),
 - d. SQL/PL-SQL, Java, PHP, C/C++/C#, HTML, Shell Scripting, ProC/ProCOBOL, SCT Webtailor, and SCT Workflow modeling,
 - e. UNIX,
 - f. ERP Student Information Systems (Banner or equivalent), and
 - g. Third party Banner support software such as FormFusion, Degree Navigator, Argos, AppWorx, AdAstra, and Touchnet.

D. FISCAL RESPONSIBILITY:

N/A

E. APPLICATION OF KNOWLEDGE AND SKILLS:

The successful programmer/analyst will draw upon their training and work experience to act as the primary information technology support contact for the functional client users of Banner. In this capacity, the functional user will communicate to the incumbent all deficiencies with Banner and associated third party automation and reporting tools, so that the incumbent can take a leadership role in analyzing, designing, implementing, and testing an appropriate solution that meets the needs of the client user. The incumbent should also communicate with the functional clients and management to seek opportunities for appropriate training and conferences, so as to keep informed of the latest developments in purchased software and solutions at other higher education institutions.

The incumbent will also use their knowledge of scripting programming languages, operating systems, Banner, and third party support software to effectively construct and implement software solutions that meet the needs of the client users with regard to Banner data.

F. SUPERVISION:

N/A

G. EXTENT OF PUBLIC CONTACT:

Interact with all members of the University community and other external and internal individuals as needed to support the customer.

1. Daily contact: with customers, staff, and administration.
2. Contact within the University: academic offices in support of Banner and third party supported systems.
3. Contact with other University offices: as required.