

Job Title: Programmer Analyst II, Admissions and Records
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) and related third party applications such as Argos and Degree Navigator for the Office of Admissions and Records, and Enrollment Management at Texas A&M University – Corpus Christi.

B. DUTIES:

This is a programmer analyst position requiring a broad base of analysis, design, and technical programming skills and management skills. A major focus is on supporting the student data and reporting requirements of the Office of Admissions and Records, and Enrollment Management, but will also include; backup responsibilities in support of the Business 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 Duty: Support of Banner;
 - a. Maintain the scheduling of nightly reports and programs for Admissions and Records in Appworx,
 - b. Write/Run Argos reports by request for Admissions and Records, and Enrollment Management,
 - c. Coordinate and Test Banner Upgrades that pertain to Admissions and Student Records, Enrollment Management, CBM (PIE), and Academic Testing,
 - d. Create custom programs to customize Banner as requested,

- e. Contact the SCT action line with Banner issues,
- f. Write reports as needed for the Office of Admissions and Records, and Enrollment Management,
- g. Analyze the Student Information System 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 as requested,
- i. Create WORKFLOWS as needed for the Office of Admissions and Records,
- j. Analyze other computing needs not handled by the Banner system as well as recommend and implement automated solutions and
- k. Other duties as requested.

2. Major Duty: Support the Report Server System, Argos;

- a. Create and manage user accounts, group permissions, folder structure, and security maintenance,
- b. Oversee and follow-up with student workers regarding end user connectivity requests/issues,
- c. Perform server configuration maintenance and system security in regards to database connections, pools, and server accounts with respect to the various Banner-db instances (PROD, PPRD, TEST) as well as any other database(s) connecting to Argos,
- d. Maintain Argos tutorials, designer and end-user documentation, and research /provide help regarding connectivity issues with I.E. Windows pop-ups, MAC Parallels, and FireFox browser issues,
- e. Review, download and apply various Argos Hotfixes as well as Argos application upgrades,
- f. Contact vendor (Evisions) via helpdesk tickets to troubleshoot/resolve system issues and request additional information. Review Argos listserv post and contact other institutions regarding system performance or query issues as well as datablock report issues,
- g. Oversee and configure Argos system backups both locally and remotely, and perform restores from backups when needed,

- h. Seek out with campus resources with respect to guidance/assistance with Windows 2003 Server service packs installs or server upgrades, and
 - i. Coordinate with department leads and provide adequate notification to campus user community when server offline maintenance needs arise as well as communicate any new system changes or major report changes or additions to user community via the Argos application message system.
3. Major Duty: Support the Degree Audit Server System, Degree Navigator;
- a. Create and manage user accounts, group permissions, and folder structure and security maintenance,
 - b. Perform database server configuration maintenance and system security in regards to connections and server accounts with respect to the various Banner-db instances as well as the Degree Navigator PROD and DEV databases,
 - c. Perform web application server configuration maintenance and security tasks in regards to the application connections and web server environments for DN PROD and DEV,
 - d. Maintain DN technical documentation, research and provide help regarding issues related to connectivity, nightly data loads, data integrity, DN technical audit rule issues, and high level application/database issues that can not be resolved by A&R primary support personnel,
 - e. Review, download and apply various DN patches/fixes as well as DN application upgrades,
 - f. Contact vendor (Decision Academic) via helpdesk tickets to Troubleshoot and resolve system issues and request additional information,
 - g. Contact other institutions regarding db or application system performance general Banner to DN data issues,
 - j. Oversee and configure Degree Navigator system backups both locally and remotely, perform db or table restores from backups when needed, maintain and archive PROD and DEV database, and application logs on a routine basis,
 - k. Seek out campus resources with respect to guidance/assistance with Windows 2003 Server service packs installs and/or Oracle patch or upgrades are needed,

1. Coordinate with department leads and provide adequate notification to campus user community when server offline maintenance needs arise, and
- m. Maintain/Troubleshoot/Convert student data interface code between Banner and Degree Navigator tables.

C. KNOWLEDGE AND SKILLS:

1. Education required: a Bachelor's Degree, and two years of work experience.
2. Skills required:
 - a. System analysis and software development,
 - b. Report writing and Interface development,
 - c. Oracle software suite,
 - d. SQL/PL-SQL, Java, PHP, C/C++/C#, HTML, Shell Scripting, and ProC/ProCOBOL,
 - e. UNIX,
 - f. ERP Student Information Systems (Banner or equivalent), and
 - g. Third party Student Information Systems (Evisions, Degree Navigator, AppWorx, AdAstra, 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 and associated third party automation and reporting tools. 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 within the department of Admissions and Student Records.
2. Contact within the University: academic offices in support of Banner and third party supported systems.
3. Contact with other University offices: as required.