

Job Title: Programmer Analyst II, Talisma Administrator
Department: Academic Information Technology Services (AITS)
Supervisor: AITS Manager
Date: April 2006
Updated: April 2008

A. PURPOSE OF THE JOB:

To serve as system administrator and lead technical programmer in support of the technology goals of the Enrollment Management division.

B. DUTIES:

This is a programmer analyst position requiring knowledge of all aspects of application and system administration in a mission critical, higher education environment. A major focus is on the day-to-day application, system administration, and operation of Talisma.

1. Major Duty: System administration;
 - a. System administrator and MS SQL Database Administrator for Talisma CRM systems,
 - b. System administrator and Oracle Database Administrator for online degree audit systems,
 - c. Implement and maintain DNS and Active Directory,
 - d. Import /export prospective and currently enrolled students into CRM system,
 - e. Import currently enrolled students into the online degree audit system,
 - f. Implement and perform daily backups for database systems,
 - g. Create users, groups, and roles for Talisma,
 - h. Troubleshoot network issues,

- i. Troubleshoot pc hardware and software issues,
- j. Implement security for different systems,
- k. Create and manage data driven Internet applications for individual offices,
- l. Manage e-mail mailer system,
- m. Support users with printing for all systems,
- n. Implement and maintain Talisma Web tracking,
- o. Implement and maintain Talisma Chat,
- p. Create analytic and ad hoc reports for Talisma users,
- q. Support implementation and maintenance of recruitment campaigns for Enrollment Management,
- r. Administer Odyssey Judicial System,
- s. Create and administer web applications such as STEP Application, and
- t. Support; Enrollment Management, Admissions and Records, Financial Assistance Office, New Student Programs, Academic Advising, and Title V.

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 with server hardware technologies, network infrastructure, and database administrator with Oracle/Microsoft SQL servers, internet programming and/or client server application programming, customer relational management systems, higher education recruitment and retention, and (Banner).
2. Skills required:
 - a. Oracle database and MS SQL database administrator,
 - b. Linux and Windows system administration,
 - c. PHP, ASP, HTML, SQL/PL-SQL, Delphi, Java, C/C++/C#, and Shell Scripting,

- d. RAID, DNS, Activity Directory, networking, hardware installation, and troubleshooting,
- e. Backup procedures, database recovery, and database replication,
- f. Banner client/server programming, and
- g. Web development.

D. FISCAL RESPONSIBILITY:

N/A

E. APPLICATION OF KNOWLEDGE AND SKILLS:

Talisma is a mission critical application for the office of Enrollment Management. The incumbent is responsible for applying hardware and software patches and requires that the servers and subsystems exhibit a high degree of availability along with the ability to recover from inadvertent loss of data. The backup procedures that are in place provide a crucial safety net to protect the information assets related to student records.

The incumbent must consult with users and the customer support center to troubleshoot errors.

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 programmers, 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.