

**Job Title:** Systems Programmer II  
**Department:** Administrative Computing Services  
**Supervisor:** Administrative Computing Services Manager  
**Date:** April 2006  
**Updated:** April 2008

**A. PURPOSE OF THE JOB:**

To administer the Banner Student Information System (Banner) servers.

**B. DUTIES:**

This is a senior technical position requiring knowledge of all aspects of systems administration and automated data processing in a mission critical higher education environment.

1. Major Duties:

- a. Responsible for day-to-day administration and operation of the main Banner server, the Banner Web server, the Banner Payment Gateway server, and the Banner Voice Response server,
- b. Administers the ADP operations and is responsible for day-to-day administration and operation of the new Banner servers (scheduled to replace the servers listed in "a" above), consisting of; Oracle database, Banner Application, Banner Self-Service (web), Banner Workflow, Luminis Portal, Luminis Calendar, Luminis Email, and Luminis EDI (The tasks related to the new servers are essentially identical to those for the previous Student Information Ssystem),
- c. Provides 24-hour on-call response to incidents,
- d. Monitors system resources and performance,

- e. Develops and documents procedures and automated processes,
- f. Maintains and updates the operating systems, network, and related hardware, software, peripherals, and subsystems,
- g. Installs and configures hardware,
- h. Implements relevant University Information Technology (IT) policies,
- i. Specifies and recommends upgrades and acquisitions,
- j. Provides technical support, assistance, and consulting,
- k. Manages user accounts, and,
- l. Implements data backup/retention policies.

- 2. Occasional and subordinate duties: Attends training and conferences.

**C. KNOWLEDGE AND SKILLS:**

- 1. Required education: a Bachelor's Degree (Master's Degree preferred) with extensive experience or vocational training in Computer Science, Information Technology, or Management Information Systems.
- 2. Skills required: Proficiency in the following technologies and abilities:
  - a. OpenVMS operating system,
  - b. Linux operating system,
  - c. Scripting and programming languages,
  - d. World Wide Web,
  - e. Database systems,
  - f. UPS systems,
  - g. Networking,

- h. University academic, financial, and administrative procedures,
- i. Technical writing,
- j. Security,
- k. Automation, batch processing, and
- l. Integration of peripherals (e.g., printers, tape drives).

**D. FISCAL RESPONSIBILITY:**

N/A

**E. APPLICATION OF KNOWLEDGE AND SKILLS:**

The University's Banner user community consists of students, faculty, and staff. Each user is provided with access and resources in accordance with University policies. This requires knowledge of the available resources and policies along with skill in the application of available mechanisms for implementing the policies and utilizing the resources.

Banner is a member of the University's data processing requirements and comprises all aspects of the University's operations and mission. This requires that data be transmitted to and received from groups within the department, other departments, educational institutions, vendors, partners, state, and federal agencies. To achieve the highest degrees of security, reliability, timeliness, and accuracy, these exchanges are automated to the greatest extent possible using combinations of networking, scripting, and automated scheduling.

Mission critical application requires that the servers and subsystems exhibit a high degree of availability along with the ability to recover from inadvertent data loss. The backup procedures are in place to provide a crucial safety net to protect the information assets related to student records.

**F. SUPERVISION:**

- 1. Supervision received: the incumbent receives supervision from the Administrative Computing Services Manager and other senior members of the department.
- 2. Supervision given: The incumbent provides informal supervision to the

computer operators and student workers. The incumbent is governed by all rules, regulations, and laws relating to the operation of a state funded department. Additionally, policies of the University and Media, Computer, and Telecommunications Department govern and are enforced by the incumbent.

**G. EXTENT OF PUBLIC CONTACT:**

1. Daily contact: with staff.
2. Contact within the University: with faculty and senior administrative personnel such as directors, supervisors, and managers.
3. Occasional contact outside the University: with vendors, state agencies, schools, and sometimes interfaces with the community.