JOB DESCRIPTION

COCHISE COLLEGE

Position Title: ERP Database Administrator / Programmer

Department: Technology Services

Employment Category: Exempt

Primary Location: District-wide
Based on the Sierra Vista Campus

FLSA Classification: Exempt
Hybrid Work Eligible: Up to 2 days per week
After onboarding is complete*

Parameters: Full-Time; 12 Months/Year

Pay Grade: EX16

Position Summary: The ERP Database Administrator / Programmer is responsible for performing administration duties for the ERP system (Banner currently) database management and system programming, including research, testing, deploying patches, support and maintenance, with a focus on security, performance efficiency, software updates, and troubleshooting third-party applications and integrations to meet emerging business needs.

Essential Functions: As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

Duties and Responsibilities: Within the scope of college policies and procedures, this position:

Installs, configures, patches, monitors, and manages Linux servers and Banner Applications, with a focus on security, performance efficiency, software updates, and troubleshooting third-party applications (through 2027, with a transition to support a new ERP platform Anthology, currently in the design phase of implementation)

Manages the setup and configuration of Tomcat/Apache web tiered services

Monitors database system availability and application software performance, and security, by utilizing vendor applications, automation tools, and/or creating shell scripts

Performs system level security hardening and performance fine-tuning

Works closely with other college divisions, departments, and teams to implement and support software solutions, customizations, and integrations

Assists with ERP system patches and other related applications, as needed

Troubleshoots performance issues, system failures, and security events, and provides timely resolutions

Verifies backups of applications, databases, and services; conducts regular backup and restoration testing

Performs other related duties as assigned

General Expectations: Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community

college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

Education and Experience Requirements:

High School diploma or equivalent

Advanced certifications or higher education coursework

Five years' related technical experience including Linux administration in an enterprise-level production Oracle environment, networking, storage, shell scripting, and installation and configuration of applications; Ellucian Banner administration, including configuration, monitoring, and patch installation of Ellucian Banner modules for Human Resources, Finance, or Financial Aid; Ellucian Degree Works; Student

An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved may be considered.

Preferred Qualifications:

Bachelor's degree in a related field from an institution accredited by an institutional accrediting body of higher learning recognized by the US Department of Education

Two years' experience with any of the following: Evisions – MAPS, ARGOS, Form Fusion, and Intellecheck; Oracle Cloud Infrastructure, Data Guard, RMAN Backup/Recovery, and data pump utilities; identifying security vulnerabilities and working with an Infosec team to remediate vulnerabilities; Secure Sockets Layer (SSL) Certificate Management; Veeam Backups

Knowledge, Skills and Abilities:

Knowledge of and ability to follow college policies and procedures

Knowledge of current technologies including: Ellucian Banner in an Oracle environment, Microsoft Office applications and Google Apps

Working knowledge of troubleshooting techniques and methods related to hardware and software

Skill assisting users with problem determination and resolution

Skill utilizing customer service techniques when responding to requests and/or complaints

Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner

Ability to relate to a diverse population and to maintain composure when faced with difficult situations

Ability to organize, prioritize, and follow multiple tasks through to completion with an attention to detail

Ability to analyze problems, identify solutions and take appropriate action, resolve problems using independent judgment and decision-making processes

Ability to establish and maintain effective working relationships with supervisors, other department staff, students and the public

Ability to work under pressure with frequent interruptions

Ability to commit to the community college mission and student success

Ability to manage sensitive issues, maintain confidentiality, and exemplify personal integrity

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Work Environment:
Work is primarily performed under limited supervision in an office setting with appropriate climate control. Will be required to work varied hours, on-call work, sometimes on nights and/or weekends.

Physical Requirements: Essential functions of this position require: lifting, manual dexterity, to include fine motor skills, ability to communicate.

Medium work: Exerting up to 75 pounds of force occasionally and/or up to 20 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting only occasionally, walking and standing are required regularly, incumbents may be required to kneel, crouch/squat, crawl, climb, stoop, turn/twist, balance, reach, or handle

Mental Application: Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem-solving skills are important

Reports To: Chief Information Officer