JOB DESCRIPTION

Job Title: ERP Programmer Analyst

Department: Information Technology

Reports to: Director of Enterprise and Web Applications

JOB SUMMARY

Reporting directly to the Director of Enterprise and Web Applications, the ERP Systems Analyst is part of a team that provides technical support for the development, enhancement, customization and maintenance of administrative systems that cross the daily operations of the University.

JOB DESCRIPTION

The primary functions of this position are to perform ERP/CRM administration, configuration, report analysis and generation, data transfer and integration, and user support. The individual will work closely with the Director of Enterprise and Web Applications engaging stakeholders to understand data access, reporting and analysis requirements and translating them into actionable plans for the management, manipulation/translation, analysis, and reporting of University information.

Essential Functions

- Identify and recommend technological solutions to meet the operational needs and goals of the University.
- Create and design scripts and programs to enhance processes.
- Anticipate, investigate, routinely inspect, and troubleshoot workflow and data integration issues.
- Integrate data from other systems utilizing T-SQL, PowerShell and other scripting languages
- Make customizations to ERP and web-based software as needed.
- Support user requests and implement best practices.
- Develop and document configuration procedures.
- Coach front line staff to ensure accurate/consistent information systems practices, and utilize the system to its fullest capacity.
- Manage, troubleshoot, create, and document workflows
- Perform daily system monitoring, verifying the integrity and availability of all software resources, systems, and processes.
- Create, review, and update documentation for the ERP/CRM systems configuration, setup, changes, and procedures pertaining to ERP/CRM systems.
- Provide documentation and usage training to end users.

- Responsible for accuracy of the data that is entered into and reported from third party vendors and CRM.
- Create, validate, update, organize and manage permissions for reports and dashboards.
- Manage user accounts, profiles, and security.
- Perform updates and upgrades to all ERP/CRM systems, and third party systems.
- Provide overlap coverage for routine reporting and TSQL programming.
- Ability to effectively prioritize tasks in a high-pressure environment.
- Strong customer service orientation skills.
- Ability to work in a team-oriented, collaborative environment.
- Other duties as assigned.

Qualifications

- A Bachelor's degree or equivalent experience.
- 1 to 2 years Microsoft SQL Server TSQL programming and/or SSRS report design.
- 1 to 2 years ERP and CRM administration
- Microsoft SQL Server reporting experience a plus.
- SQL Server certifications highly preferred.
- Technical skills to develop and maintain SQL scripts using MS SQL Server
- Knowledge of asp.net and java scripting.
- Strong problem solving, written, and verbal skills.
- Advanced skills with MS PowerPoint, Excel, Word, and Access.
- Experience with Jenzabar, Sybase Infomaker, Liaison, Tableau, and Adaptive Insights are a plus.

Please send a cover letter and resume to ksavage@paloaltou.edu. Palo Alto University is an EEO/AA employer.