EL CAMINO COLLEGE

JOB TITLE: ENTERPRISE SYSTEMS ADMINISTRATOR

Classification:	Classified	Retirement Type:	PERS*
Salary Range:	60	Board Approved:	December 19, 2022

BASIC FUNCTION:

Under the direction of an assigned administrator, the Enterprise Systems Administrator provides day-to-day operational support of enterprise application operations and associated databases and systems. Responsible for the technical and analytical aspects of programming functions and database administration for an Enterprise Resource Planning (ERP) environment. Collaborates with multiple stakeholders to deliver quality application systems and optimized services.

REPRESENTATIVE DUTIES:

Analyze problems associated with server application software and database performance. Detect, diagnose, and report related problems. Identify and deliver solutions as appropriate in order to achieve operational objectives, functional backup, and overall data/server recovery. Write queries to effectively and efficiently debug programs. Evaluate and install patches.

Monitor database performance and capacity issues. Perform system backup and recovery duties to ensure that databases and data warehouses are continually available and performing optimally especially during peak usage periods. Write code for database access, modifications, and storage procedures.

Build and maintain testing environments for capacity assessment, development and production usages, and implementation planning (e.g., cloning environments or setting up new environments.) Ensure data warehouse integrity.

Analyze user needs and develop technical specifications, customized data dashboards, or reports. Confirm user requirements for application reporting. Modify existing reports/programs to comply with user needs and report specifications. Consult directly with application programmers to ensure delivery of correct reporting sets. Maintain, test, and audit data, system patches, releases, and upgrades for quality assurance and optimized performance.

Collaborate with user groups and departments to provide technical expertise and hands-on administration of an ERP and SIS application stack. Determine feasibility of user requests based on existing technical systems and data structures. Assess system modification impacts on relevant processes or applications. Work with internal/external resources and IT solution providers to build, maintain, or redesign technical frameworks to support effective operations, data management, analytics, platform performance, and deployed tools.

Direct or assist in the transfer of data to other internal or external systems. Develop structures, timetables, and functional test environments for extracting, scrubbing, and loading information into an output data container using high-performance tools. Quality-check functional test sites prior to moving into production.

Evaluate external software packages or programs. Determine feasibility and implementation requirements in relation to administrative database integration. Identify and recommend appropriate architecture, design, and functionality for problem resolution and prevention. Inform management on tactical and strategic database technology-related options.

Perform or oversee software/product related installs, upgrades, updates, and other change control activities to ensure configurations are completed according to expected standards (e.g., ERP/SIS module project implementation). Minimize disruptions.

Implement data security procedures. Maintain accurate and up-to-date database user accounts and permissions to ensure compliance with District security policies. Promote and maintain standards for security conscious awareness and behavior.

Develop standard operating procedures and auditing practices in relation to the administration of ERP and SIS systems. Maintain documentation of programs, administrative data dictionaries, data files, database maintenance practices, and structures. Document configuration settings and technical specifications to assist user groups with applications. Develop educational materials for training end users. Provide technical consultation, as needed.

Stay informed of new developments, technologies, releases, and product mixes. Maintain contact with vendors. Participate in appropriate professional organizations, meetings, and seminars.

Attend and participate in a variety of meetings and serve on internal and external committees as appropriate or as assigned.

Performs other related duties as assigned or requested.

JOB QUALIFICATIONS:

Education and Experience:
Bachelor's degree in computer science or related discipline.
Five (5) years of experience in MS SQL Server/Database Administration in Windows environments.
Three (3) years of experience in systems administration or application operations in an Enterprise Resource Planning (ERP) environment.

OTHER QUALIFICATIONS:
Knowledge/Areas of Expertise:
Knowledge of Ellucian Colleague ERP administration, installation, and configuration.
Knowledge of Powershell scripting.
Knowledge of remote database network connectivity.
Knowledge of MS Windows, SQL servers, IIS, and Apache Tomcat webserver administration.
Experience with application of MS SQL servers and Windows updates and patches.
Experience with database backup and recovery strategies.
Experience with database and Enterprise application integration strategies.
Experience with database security (e.g., account administration, password policy, data encryption, network encryption, and firewall rules.)
Experience with database and SQL performance tuning strategies in a data warehousing environment.
Experience with Web Administration Applications, Web User Interface Portals, Payment Gateway, Web API, and other support applications.

Abilities/Skills:
Skilled at analyzing, communicating, and writing clearly and effectively.
Ability to prepare clear, complete, and concise reports and records.
Ability to learn new technologies, methods, and tools quickly to meet business requirements.
Ability to work cooperatively with others.
Ability to be sensitive to and understanding of community college students and employees who come from diverse academic, socioeconomic, cultural, and ethnic backgrounds and disabilities.

Licenses or Other Requirements:
Valid California driver's license.

WORKING CONDITIONS:
Office setting.
Extensive computer work using keyboards and monitors for extended periods of time.
Must be able to carry up to 25 lbs.
Must be able to move from one work area to another as needed.
Must be able to sit and stand for long periods of time.

* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.