



JOB OPPORTUNITY

COLLEAGUE ENTERPRISE SYSTEM ADMINISTRATOR

The Graduate Theological Union (GTU) seeks an experienced Colleague Enterprise System Administrator. This is a full-time, benefited position.

POSITION SUMMARY:

Reporting to the Chief Information Officer, the Colleague Enterprise System Administrator is responsible for the installation, maintenance, security, and daily support of the Ellucian Colleague information system at the Graduate Theological Union. The Administrator will maintain Colleague and its related systems software, installation, configuration, data backup and disaster recovery. They work closely with senior management, the IT team, and end users by providing expertise on the use of Colleague and related systems. The Administrator is expected to provide the experience and leadership necessary to determine and plan for the ongoing evolution of the information system, while continuing to develop and improve the overall functionality and usage of the Colleague system.

ESSENTIAL JOB DUTIES & RESPONSIBILITIES:

- Test and install Colleague system patches and updates on a regular basis.
- Provide daily maintenance and monitoring of the multi-instance Colleague system.
- Maintain and update the Unidata DBMS environment.
- Maintain multiple Colleague reporting applications and user access rights. (FRx, WebWizard, SQL Reporting Tools, and Prospero)
- Build accurate and effective SQL reports for the GTU member schools.
- Effectively coordinate with partner institutions of member schools to address conflicting procedures and policies, as they arise.
- Resolve all reported issues and concerns associated with the Colleague information system and supporting servers.
- Manage all support tickets submitted to Ellucian for resolution.
- Perform project and staff management for Colleague system related projects.
- Analyze existing and new processes for possible improvements and/or standardizations across the GTU member schools.
- Implement and update system security and user access rights to Colleague data and resources.
- Monitor Colleague system performance, apply system optimization procedures, and capacity planning.
- Maintain clear and effective communication plans for system changes, including planned and unplanned outages.
- Communicate relevant Colleague system changes to other IT staff team members, and provide instruction or training as required.
- Coordinate with the CIO, department heads, and end users to gather information about Colleague application/module intent, functions, features, data requirements, input requirements, output requirements, and develop effective checks and controls.
- Liaison with Colleague functional groups (Registrars, Admissions, Finance, HR, Financial Aid, etc.).
- Develop operational, procedural and informational documentation for the information system, its implemented security measures and disaster recovery procedures.
- Coordinate and oversee all work performed by consultants and outside vendors.
- Perform all responsibilities and tasks according to established best practices, procedures, and standards.

- Acquire and maintain the requisite technical skills to perform systems management and operational activities in support of the Colleague information system, and its supporting servers.
- Develop methods for providing effective end user Colleague training, present workshops, and classes, as needed.
- Recommend possible Colleague module installations or third party solutions for the Colleague system, as needed.
- Perform periodic security audits on Colleague system and its supporting servers.
- Ensure the reliability and 24/7 accessibility of the Colleague information system.
- Mentor and train other IT staff, as required.
- Additional job functions may be added, as required.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PREREQUISITE SKILLS:

- This position requires at least 4 years of relevant work experience, to include extensive experience supporting Ellucian Colleague (Unidata and SQL databases)
- Proven experience supporting and building reports for enterprise reporting applications, such as FRx, WebWizard, and SQL reporting tools.
- Strong understanding of SQL, C#, JAVA, and Unibasic.
- Must have experience supporting Colleague Finance, Financial Aid, WebAdvisor, and Colleague Self Service.
- Plus for experience supporting Colleague HR, Operational Data Store, E-Commerce, WebUi, and Colleague Mobile.
- Experience with Colleague Studio, and SA Valet.
- Experience working in higher education environment (multi-campus environment preferred).
- Ability to simultaneously coordinate and lead multiple projects with various priorities.
- Must have strong customer service orientation.
- Specific understanding of industry trends and standards.
- Strong interpersonal and oral communication skills.
- Ability to present ideas and solutions in user-friendly language.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Must be highly organized and good at keeping effective documentation.
- Experience working in a collaborative environment, with ability to foster teamwork.
- Ability to relate well with a diverse population.
- Competent at cross-cultural relations.

ENVIRONMENTAL DEMANDS:

- Hours of Work: 37.5 hours per week, but can occasionally exceed 40 hours per week.
- Must be available to work outside of the regular hours of work on an emergency basis or when required for scheduled system maintenance.
- 95 percent of the work is indoors, and 5 percent is outdoors (traveling between buildings, and to other member schools).
- Considerable amount of public contact with students, faculty, staff, and vendors.

MENTAL REQUIREMENTS:

- Reading, writing and basic math skills as necessary for performance of the job.

- Verbal communication skills- Ability to quickly organize and communicate thoughts effectively, and to understand communication from others.
- Ability to meet deadlines.
- Social Skills - Ability to relate cooperatively with IT Administrators, school faculty, staff, and students.

PHYSICAL REQUIREMENTS:

- Vision - ability to see very small items, determine color and carry out essential job functions.
- Hearing - ability to hear sounds of equipment, individuals and groups.
- Clear Speech - ability to communicate clearly with others.
- Standing - ability to stand as needed to carry out essential job functions.
- Mobility - ability to move about to various parts of the PSR campus and other GTU campuses as needed.
- Sitting - ability to sit while working on a computer.
- Climbing Stairs - ability to climb stairs.
- Carrying - ability to carry laptop and files.
- Bending - ability to bend/stoop as needed.
- Pushing/Pulling -ability to push/pull desk drawers.
- Manual Dexterity - ability to use computer keyboard and mouse.

COMPENSATION PACKAGE

Includes competitive salary, medical/dental/life/long term disability insurance, employer contribution to 403(b) retirement account, paid holidays, vacation & sick leave, professional development, and an extraordinary & committed team of colleagues. No relocation assistance is available.

APPLICATION PROCESS

Candidates should submit a letter of application addressing qualifications, and resume to apply-Colleague@gtu.edu

Applications will be reviewed as received.

The Graduate Theological Union is an Equal Opportunity Employer