



Staff Vacancy

Title	Web Interface and Maintenance Support Specialist (IT 2-13)
Department	OIS
Position Summary	<p>The Web Interface and Maintenance Support Specialist (WIMSS) position is responsible for providing end-user support to university personnel working in all administrative areas. The WIMSS will work as part of a team reporting to the Director of the Office of Information Systems. The main focus of this position will be to support the University's portal, ULink.</p>
Responsibilities	<p>As part of the ULink support group the WIMSS will take a lead role in interfacing scholarship processes.</p> <p>The WIMSS will be responsible for performing troubleshooting and remediation of problems relating to the interfaces between ULink and the University's mainframe administrative systems, Sigma (Financial Aid subsystem) and ISIS (Student and Business Information System).</p> <p>The WIMSS will also have additional responsibilities to ensure the smooth delivery of IT services to the University community.</p> <ul style="list-style-type: none">• The WIMSS will be expected to provide basic training on the proper use of any new system interfaces developed or changed.• The WIMSS may be asked to evaluate software and make recommendations to management.• The WIMSS will be expected to work closely with the OIS Technical Services and Applications staff to troubleshoot infrastructure problems and provide assistance with the design, development, and deployment of new services.• Maintain critical production systems by identifying, researching, and resolving program, machine, data, or system software problems. Frequently interact with other employees, supervisors, or users to determine source of problems. Apply system utilities to

application systems.

- Meet extensively with users to determine needs and requirements. Evaluate requests for changes, enhancements, and development projects. Analyze requests to determine impacts on existing systems.
- Determine required data elements and structure changes. Write and compile data elements including definitions and descriptions into dictionary for staff and end users.

Qualifications

- A Baccalaureate degree plus three years of professional level experience in computer system support;
- Experience in writing, installing, configuring, and maintaining large systems in an OS/390 environment as well as Unix/AIX/Linux knowledge;
- Experience with production financial systems;
- Experience with COBOL, Java, and relational DBMS (such as Oracle).
- Demonstrated experience with coordinating diverse teams to deliver, deploy and implement information technology solutions.

Salary Range

Commensurate with qualifications and experience

Application:

For initial consideration, send letter of application, resume and names of three references to:

Sam Bullard
Director Office of Information Systems
University of Louisiana at Lafayette
P.O. Box 41770
Lafayette, LA 70504-1770
Email: Sam.Bullard@louisiana.edu