**Staff Vacancy**

**Position: Support Specialist**
Academic Affairs assists the Provost in administering the academic programs and services of the University, and supports the work of faculty and staff to promote effective teaching, learning, and research. Reporting directly to the Assistant Vice President for Academic Affairs–Faculty Affairs, the Support Specialist provides functional support to the Provost and Faculty Affairs for Ellucian Banner specifically the student, human resources, and finance modules that address faculty information with best practices to support of ongoing operations regarding data entry, configuration, evaluation, and reporting. The position, will also evaluate and manage other data and databases, coordinate unit assessment, and develop processes for varies office procedures and provide project support in other areas as necessary.

**Essential Roles:** Design, create, and maintain procedures, scripts, reports, and functions for Banner and related information systems to extract, manipulate, analyze, and report data to internal and external entities on routine and ad hoc basis. Evaluate data, prepare, and directly maintain data files, verify data to ensure data integrity. Provide timely reporting of faculty demographic, qualification, workload, evaluation, and other data and assist members of Academic Affairs in defining and creating reports. Identifies issues/problems with database management policies/procedures and recommends possible solutions. Troubleshoot user problems guided by unit goals and objectives. Lead multiple projects of small to medium size and exercise latitude and creativity in determining the optimal approach to completing project objectives. Contribute to the development of data standards, policies, procedures, in-house solutions, and perform other duties as assigned. Ongoing responsibilities include maintaining an understanding of new Banner releases, provide supplemental training advice and information to technical and functional personnel within Academic Affairs as needed. Provide support for desktop PC/Mac, applications such as Talent Management (personnel supervision), Banner Documents Management (document imaging/management platform). Develop reports using relational database technology and SQL. Serving as the primary ERP functional specialist for the faculty data in the campus ERP system (Banner). Creating and maintaining various quality control reports utilizing Cognos.

**Minimum Qualifications:** Bachelor’s degree in computer science, information technology, statistics, education, or relevant area form a regionally accredited institution and relevant employment experience in ever-evolving and high-demand work environments such as higher education or comparable institutions. Strong data analysis skills with data evaluation, management, and extraction. Excellent interpersonal, organizational, oral and written communication skills. Effective multi-tasking being able to manage multiple tasks simultaneously. Critical thinker, intuitive about next steps, and will work proactively on projects both independently and collaboratively. Demonstrated ability to work in a team environment; excellent attention to detail; excellent interpersonal, written, and verbal communication skills; demonstrated positive focus on solutions when problem-solving. Must be highly computer literate with extensive experience using advanced Microsoft Office functions (i.e. pivot tables, building blocks, templates, and macros), and relational database technologies. Priority consideration given to those applicants with Master’s degree in computer science, information technology, statistics, education, or relevant area; experience with Banner; and knowledge of SQL, PL/SQL, or IBM Cognos BI Suite.

**University and Community:** The mission of the University of Louisiana at Lafayette is to offer exceptional education informed by diverse world views striving to develop innovative leaders who advance knowledge. The Southern Association of Colleges and Schools Commission on Colleges accredits the University, which offers undergraduate and graduate degrees in the arts, sciences, and professional programs. The University is a public research university with high research activity, an enrollment of over 18,000 students and 800 faculty members. UL Lafayette is the largest of nine universities in the University of Louisiana System. The University offers degree programs in 55 undergraduate disciplines, 15 post-bachelor certificates, seven graduate certificates, the master’s degree in 28 disciplines and the doctorate in 10 disciplines. Additional information about the University is available on the University's webpage at [http://louisiana.edu/](http://louisiana.edu/)

**Employment:** The Support Specialist is a 12-month staff position, salary is commensurate with experience. The University of Louisiana at Lafayette does not discriminate on the basis of race, color, national origin, age, religion, sex, sexual orientation, or disability in admission to, access to, treatment in, or employment in its programs and activities as required by Title VI and Title VII of the Civil Rights Act of 1964, Age Discrimination in Employment Act of 1967, Age Discrimination Act of 1975, the Equal Pay Act of 1963, Title IX of the Education Amendments of 1972, Executive Order 11246, Section 503 and 504 of the Rehabilitation Act of 1973, Section 402 of the Vietnam Era Veterans Readjustment Assistance Act of 1974 and the 1990 Americans With Disabilities Act. Additional information is available at [http://personnel.louisiana.edu/employment-opportunities/policy-nondiscrimination](http://personnel.louisiana.edu/employment-opportunities/policy-nondiscrimination)

**Anticipated Starting Date:** December 1, 2017

**Applications:** Applicants should submit materials to include cover letter, resume, and contact information for five references in electronic form (label files legal last name, first name, description) to: Dr. Robert McKinney, Academic Affairs, University of Louisiana at Lafayette rmckinney@louisiana.edu. For timely consideration submit applications by October 18, 2017. Applications will be accepted until the position is filled.

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The University of Louisiana at Lafayette is an Affirmative Action/Equal Opportunity Employer