POSITION: ERP System Architect   **EEO#** IT 2-16

The ERP System Architect (ESA) will report to the Director of University Computing Support Services. The ESA will serve as the primary technical contact for the University's Ellucian Banner ERP system. As such, the ESA will be expected to

- have a deep understanding of the interaction of all of the ERP components including third party integrations,
- coordinate with the ERP hosting provider, other IT staff, functional technicians, and users to determine functional requirements and provide recommendations for configuration, customization, maintenance, and updates as needed,
- develop and maintain documentation and frameworks that support the University's IT architecture (both on-site and hosted), including current and target state integration architectures, and
- serve as single point of contact for troubleshooting ERP issues.

This position was created to support the University's ERP implementation which is ongoing. As such this position will initially be focused on supporting that implementation effort and establishing policies, procedures and best practices for the ERP system. As the ERP project transitions to a production, steady-state environment, the ESA may be tasked with additional high-level system architect responsibilities not directly tied to the ERP. The ESA will also cross train to support other enterprise systems and initiatives as needed.

RESPONSIBILITIES:
- Meet with functional customers and IT staff to identify the organizational functional needs and requirements of the institution and provide solutions to meet those requirements
- Translate business needs into technical solutions and define solutions to problems through reasoned application of information technology
- Break large system requirements down into manageable parts
- Research "off-the-shelf" products to decide if they would be more suitable than building new systems from scratch
- Explain structure of systems to designers and developers in order to assist them in building solutions
- Develop and implement acceptance testing procedures to ensure systems are operating properly
- Ensure that systems meet quality standards and procedures
- Advise senior IT managers on how to plan their future IT needs
- Design, develop, document and analyze overall architecture of systems, including hardware, software, operations, and integrations

- Determine integrated hardware and software architecture solutions that meet performance, usability, scalability, reliability, and security needs
- Coordinate design and integration of total system including subsystems
- Research and recommend technology to improve current systems and processes
- Troubleshoot application system/program/operations problems to determine feasible solutions and pursues resolution, working with vendors as appropriate
- Commit to working through complex problems and completing tasks with a high level of accuracy and focus on satisfying customer needs
- Analyze systems, programs, and problems, working with staff and functional users as needed to discuss needs and resolve software application issues
- Serve as part of the development team which develops and maintains Oracle (ANSI) SQL queries and Oracle PL/SQL packages, procedures, and functions for the ERP and related applications
- Cross-train other members of the IT staff as necessary
- Ensure enterprise applications meet university objectives and fulfill enterprise requirements
- Collaborate with technical and functional staff to develop, test and deploy new application capabilities, integrations, upgrades, patches, etc.
- Communicate with software vendors for prompt resolution of problems and emergencies
- Coordinate with hosting provider regarding disaster recovery plans to ensure continuity of operations
- Coordinate with hosting provider regarding monitoring and alerting of servers and applications
- Remain current with technology through self-study and attendance at seminars and workshops
- Perform other duties as assigned

DESIRED SKILLS, ABILITIES, COMPETENCIES, & PERSONAL CHARACTERISTICS

- Excellent verbal, written and interpersonal communication skills with the ability to understand client requirements
- Strong problem-solving skills
- Ability to build good relationships with clients and colleagues
- Ability to gather and interpret data
- Ability to communicate, document, and audit technical and administrative information in a clear and concise manner to technical and non-technical staff
- Ability to prioritize work schedules which may require determining proper priority for multiple projects, tasks and production support issues
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- Ability to work effectively under pressure and to deadlines with a flexible and adaptable approach
- Commitment to keep up to date with technology
- Strong organizational and time management skills

QUALIFICATIONS:

- Baccalaureate Degree (or equivalent) in Computer Science, Business or related field
- General knowledge of Windows and Unix/Linux operating system administration
- Strong knowledge of Oracle database technologies (or DBA certification)
- In depth knowledge and experience with Ellucian Banner ERP highly desired
- Experience in higher education IT desired
- Excellent skills in systems analysis, process analysis, data analysis, application tuning, and problem solving in multi-level application environments
- General knowledge of project management practices, with the ability to plan, schedule, and manage technical projects
- Knowledge of industry quality standards and legislation
- Broad knowledge of technologies and applications including networking, database administration, application integration, and server/platform environments and related best practices

SALARY: Commensurate with experience.

ANTICIPATED STARTING DATE: Q1 2017

APPLICATIONS:
Applications should include a cover letter, references and resume. Applications should be submitted via email attachment to:

ucsjobs@louisiana.edu

Patrick Landry
Director, UCSS
PO Box 43621
Lafayette, LA 70504