Category 1: IT Planning Services

The University may require IT personnel in the following IT planning services which includes but not limited to, Strategic IT planning; automated business processes; via workflow systems based on multiple technologies; hardware and Software Integration; project management focusing on business technology development; logistic support; enterprise resource planning; management of large volume of administrative workflow; staff augmentation and training; enterprise content management; and/or reporting (Customized, Business Objects, Microsoft, SharePoint, Open Source Solutions).

Following is a list of the position titles and descriptions applicable to this category:

Business Analyst: Perform business requirements analysis, workflow analysis, and work with users to write functional specifications. Critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into specific details, abstract up from low-level information to general understanding, and distinguish between user requests from true business needs. Act as the liaison between the user and the technical team and provide support throughout the development life cycle. Deliver such artifacts as functional requirements, business requirements, use cases, GUI, screen and interface design. 'Requires a Bachelor's degree, analytical skills, ability to translate users' expressed needs into application and operational requirements.

Cloud Services Specialist: Deploy and operate large scale cloud infrastructure and application services. Monitor all servers, load balancers, and firewalls using suite of monitoring tools. Support backup strategy with existing database and critical file system. Ensure high availability and performance. Requires Bachelor's degree and 2 years of hands-on experience as a system engineer in a high-availability 24/7/365 infrastructure; extensive sys admin experience; networking, firewall/security, and business continuity experience.

Computer System Security Services: Ensure the university's information assets are protected from intentional or inadvertent modification, disclosure, or destruction. Provide tactical and strategic security advice to policy makers and security practitioners. Collaborate with committees, governance bodies, and individuals to develop and implement security, information, and privacy policies. Implement safeguards to mitigate information security risks, investigate security breaches, and develop responses to risks and breaches. Requires a Bachelor's degree in computer science, information systems management, public policy, or related field; MS/MA and CISSP certification highly desirable. Requires leadership skills and five years of IT experience, including high-level service management or IT planning/policy development.

ERP Analyst: Maintain, optimize, and provide technical and functional support for Banner enterprise-wide applications/systems and other integrated systems; help users understand/apply system processes. Perform project coordination and analytical roles for projects, conduct process and workflow analysis, enhance Banner module functionality, and assist with application/upgrade support. Requires a Bachelor's degree and 3 years of experience with business and system analysis.

Functional Architect: Maintain focus on the high level/conceptual vision of the product and its function and features throughout the development process to ensure the technology design ties to business requirements and creates a useful system. Requires Bachelor's degree and 5 years of professional IT experience, including experience with process improvement methodologies and project management.

Integration Specialists: Analyze, design, and document solutions which meet client requirements and which work within the established system architecture and meet technical standards. Work with project teams to analyze and review technical specifications, document integration components, and design complex multi-system integrations which provide complete business solutions. Requires a Bachelor's degree; technical analysis experience; and in-depth knowledge of business processes and implementation methodologies.

Project Coordinator: Develop work plans, schedules, project estimates, resource plans, and maintain and communicate status reports for high profile enterprise IT projects. Provide business analysis support and subject matter and project management expertise. Requires a Bachelor's degree in MIS, IT, or similar discipline; Project Management Professional (PMP) certification; expert-level experience with MS Project, MS Office, and CA Clarity PPM; and five years of professional project management experience.

Project Manager: Provide direction for the technology development components of IT projects for the full project lifecycle. Provide resource projections, budget management, formulate project delivery strategies, establish milestones/schedules, report on project status, and monitor progress of all team members. Requires a Bachelor's degree, preferably in a technology-related discipline, and three years of project life-cycle methodology and technology project management experience.

Quality Assurance Specialist: Design, implement, and execute tests and compile reports to ensure applications meet end-user requirements, operate properly, and are free from defects. Document defects/system problems, provide summary reports to the project team, and document quality assurance procedures for analysis, test case design, testing, and tracking issues. Requires a Bachelor's degree and two years of testing experience.

Security Analyst: Focus on design, implementation, and administration of IT security policies, technologies, solutions, and processes to secure university applications, data, computers, and networks. Establish an IT security program and architecture which support strategic university business objectives; promote IT security awareness and education programs throughout the university. Provide hands-on administration of IT security hardware and networking gear. Requires a Bachelor's degree; at least 5 years of experience working in a Security Network Engineering or Network Engineering role; knowledge of information security regulations; and broad knowledge of IT trends. Industry security certification is preferred.

System Specialist: Provide technical assistance to computer users and provide insight into how technology use can be improved. Apply expertise to develop user materials, recommend improvements to business processes, and educate customers in the strategic use of the administrative information technology and applications portfolio. Requires a Bachelor's degree in computer science or related discipline, IT customer support experience, and creative problem solving capabilities.

Technical Architect: Design and build custom elements of solutions and work with a team to deliver the complete solution to the customer. Provide technical direction and guidance, thought leadership, development oversight, and support successful project delivery. Requires a Bachelor's degree in Computer Science or a related technical field (Master's preferred); understanding of inter-relationships and impacts of systems and applications upon the enterprise-wide technical environments; experience architecting high traffic, high scalability, and high availability applications.