**Galveston College**

## JOB DESCRIPTION

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| **JOB TITLE:**<br>Technology Program Analyst | **FLSA:**<br>Exempt |
| **Department:**<br>Information Technology (IT) | **Date:**<br>11/30/2021 |
| **Security Sensitive:**<br>Yes | **Grade:**<br>C42 |
| **Reports To:**<br>Lead System Analyst | |

**Job Summary**

The Technology Program Analyst will assist in determining and deploying software upgrades to help Galveston College function more efficiently. Duties will include understanding the needs of the organization, IT systems, researching, developing implementing, managing and supporting new and current software solutions. The Analyst will also provide training and support for all members of the college community, and will be expected to become proficient in the use and support of all software applications utilized by the College.

**Essential Functions**

- Assist the Lead System Analyst in implementing, managing, and supporting software applications, scripts, and programs;
- Assist the Lead System Analyst in developing an umbrella-approach to the College's software management processes and practices;
- Work with the IT Team(s), both internal and external, to ensure timely implementation of new applications;
- Work with the IT Team(s), both internal and external, to provide technical and functional support relevant to software applications to faculty, staff, and students;
- Collaborate with other areas of the college to identify software application needs and solutions;
- Gain on-the-job training as needed to acquire competency for the different software applications;
- Build in-demand technical and functional skills;
- Take-on challenging collaborative project work;
- Communicate exceptionally well in all verbal and written exchanges;
- Maintain organized documentation of projects and activities;
- Maintain confidentiality of information exposed to in the course of business regarding students, supervisors or other employees;
- Contribute to a safe educational and working environment by participating in all drills and training and being prepared to take action should a health or safety emergency occur;
- Requires the kind of teamwork, supervision, and personal interaction, that cannot be had in a home office situation; therefore, regular and predictable on-site attendance is a job requirement;
- Other duties as assigned.

## Minimum Education, Skills and Abilities
- Bachelor of Science in Technical Studies, Information Technology, Engineering Technology, Computer Science, or a related technical discipline; and at least one year of experience in project or system administration;
- Experience delivering software solutions, implementation, and/or technical support;
- Web knowledge and experience supporting web-based products;
- Good technical knowledge of current protocols, operating systems, and standards;
- Technical competence in MS Operating Systems, SQL Server, and Office 365;
- Fully developed PC skills including Networking and Internet/web technology;
- Aptitude and motivation for quickly learning new software applications;
- Character and personality that makes a great teacher, e.g., patience, expert communication skills, passion for the subject, friendly, competent, and approachable;
- Highly organized with the ability to implement systems and follow-up processes;
- Ability to produce a quality work product within time constraints;
- Ability to plan, prioritize, and coordinate multiple projects;
- Motivated self-starter with the ability to work collaboratively and independently with purpose and accuracy in a fast-paced environment.

## Preferred Education, Skills and Abilities
- Three or more years of experience in a similar position;
- Experience in a Higher Education setting;
- Experience administrating Enterprise Class, Small, and Medium Business (SMB) sized applications;
- Experience managing a Learning Management System (LMS) (e.g., Canvas);
- Experience managing an Enterprise Resource Planning (ERP) System (e.g., Colleague);
- Experience managing a Customer Relationship Management (CRM) application (E.G., CRM Advise);
- Experience with database management system (DBMS);
- Experience with programming basics and programming language (e.g., Structured Query Language – SQL, JavaScript);
- Experience in self-directed and self-taught skills or knowledge required for competence in a specific software application; and
- A passion for learning and for making a difference.

## Work Environment

- Work primarily in a climate controlled environment with minimal safety/health hazard potential. Sedentary, sitting, walking, occasional lifting (overhead, waist level) from floor, bending, frequent near vision use for reading and computer use; frequent stressful conditions (cardiovascular).

## Special Requirements
- Ability to meet a flexible work schedule including some evenings and weekends;
- Subject to a criminal background check prior to employment.


NOTE: The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills and physical demands required of personnel so classified.

APPLICANT:  Are you capable of performing in a reasonable manner the activities involved in the job or application for which you have applied? _____

_____
                Signature                                                   Date