SIU Carbondale
Position Description

Employee's Name: ___________________________ AIS ID: ___________________________

Position Information:

Position Title: IT Technical Associate – Analyst II ___________________________ Position #: ___________________________

Department: Information Technology-Enterprise Applications ___________________________

This position is: ___ Administrative/Professional Staff (A/P)
___ Civil Service Staff

Reason for Position Description

___ New Position
___ Existing Position Duties Revised
___ Newly Hired Employee

Action Requested:

___ Review for Appropriate Title/Classification
___ None (no changes, for updated signatures only) NO VC SIGNATURE REQUIRED
___ Other: ___________________________

The contents of this position description are an accurate and complete representation of the position.

Employee:

Signature__________________________________________ Print Name ___________________________ Date ____________

Supervisor:

Signature__________________________________________ Print Name ___________________________ Date ____________

Dean/Director:

Signature__________________________________________ Print Name ___________________________ Date ____________

Vice Chancellor:

Signature__________________________________________ Print Name ___________________________ Date ____________

Chancellor/President: (if required)

Signature__________________________________________ Print Name ___________________________ Date ____________

FOR HR USE ONLY

DER Approval: ___________________________ Date: ____________

Title Code: ___________ EEO Code: ___________ Job Code: ___________ FLSA: ___________

hro1020 11/19 IPEDS: ___________
Please provide the information requested directly on this document. If space available is inadequate, attach additional sheets.

1. DUTIES AND RESPONSIBILITIES. List in priority order only the essential duties and responsibilities of this position. Essential duties meet the following standards: (1) the function must be done, (2) taking the function from the job would fundamentally change it, (3) the job exists to perform this function, and (4) there would be significant consequences if the function is not done. The most important item should be listed first.

This person will be required to perform the following duties and responsibilities:
a. (30%) Researches problems reported by the campus administrative offices and identify solutions. Works closely with the development team and software support as required to meet the business objectives;
b. (25%) Performs unit and/or regression testing of new and/or existing applications and solutions;
c. (25%) Provides training and documentation to business offices during implementation of new applications and/or solutions;
d. (10%) Collaborates with Project Coordinators, Information Technology, and business offices to design technological solutions that efficiently and effectively support the University’s business objectives;
e. (5%) Ensures that consistent practices are followed to maintain the integrity of the system;
f. (5%) Other duties as assigned.
2. ORGANIZATIONAL STRUCTURE. Please attach a current departmental organizational chart.

3. HUMAN RESOURCES FUNCTIONS.

3.1. Specify the number of employees reporting directly to this position. (If applicable)

   Head Count: 0 ________   FTE: 0 ________

3.2. Specify the number of employees reporting to this position through subordinate supervisors, including student employees:

   Head Count: 0 ________   FTE: 0 ________

4. PRINCIPAL CHALLENGES. Describe the nature and variety of the most complex problems that are faced by this position.

   Application support will be the primary challenge for this role. They will need to allocate the appropriate efforts to accomplish multiple high priority tasks. They will be required to stay current with the latest technology in the ERP software environment, and business requirements in support of the diverse needs at SIU.

5. POSITION SCOPE. Indicate the important scope data applicable to this position which will best describe its size or effect on the University. State all figures on an annual basis.

5.1. Dollar Measures—e.g., budget (list salaries and operational expenses separately), capital expenditures, educational grants received, annual research program expenditures, etc. Indicate the responsibility of the position for the item listed, e.g., fiscal officer, delegated fiscal officer, makes recommendations, etc. (If applicable. Typically for AP positions or Civil Service custom classes.)

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5.2. Other scope measurements pertinent to this position, e.g., number of departments affected, number of students, colleges or departments served, number of items or amount of property purchased, annual cost of educational services, research funds developed, number of students recruited, potential savings to the University as a result of the position's activity, etc.

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6. QUALIFICATIONS. Minimum education and work experience (including years) to qualify for position: For AP or custom classifications ONLY.

Same as SUCCS Except the following:

1.a) Progressively more responsible work experience in application development, application support, or business analysis.
1.b) College course work in Information Systems Technologies (IST), Computer Science (CS), or business-related discipline, as measured by the following conversion table or its proportional equivalent:
   - 60 semester hours or associate's degree equals one year;
   - 90 - 120 semester hours or bachelor's degree equals two years;

7. OTHER. Describe anything else of significance which is important to the position and not covered elsewhere. For example, knowledge, skills and abilities critical to the performance of the job; any unique conditions outside of a normal office environment; involvement in academic committees and/or outside educational organizations required by the job; or anything else which may be significant to the function of this position.

Responsible for supporting the SIU System's Enterprise Resource Planning (ERP) applications. They will work with the Technical Team and Project Coordinators to resolve business needs using technical analysis, design, integration testing, and training for the appropriate solution. These needs will be resolved through application configuration changes made within the ERP being supported, or through third party or custom solutions provided by the team. Strong communication and organizations skills will be required to effectively perform the duties and responsibilities of this position.

This position is eligible for remote work consistent with the University's Remote Work Policy within the construct of the OIT Remote Work Plan.