### Position Description

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#### POSITION DETAILS

Reporting to the Program Director, Technology Services, and with direction and guidance from the Lead Student Information System Analyst, the position supports the daily operation of the campus student information system (Banner) and affiliated information systems. Responsibilities include operational support, technical and functional analysis, and testing and troubleshooting of a system that addresses the business needs of the academic and administrative units and impacts students, faculty and staff.

**Job Summary:**

- Complete timely configuration of student information system in support of registration, fee assessment, student records maintenance and other key registrar functions, and in adherence to the operational

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Campus Job Scope:

- The Enterprise Student Applications (ESA) unit provides technology leadership, planning, management, development, and implementation for student services and student information systems. The ESA manages data, software, and processes that are part of the Student Information System (SIS) as well as infrastructure and desktop/server solutions in the unit.

Department Specific Job Scope:

To see IET job postings and complete job descriptions, please click on http://iet.ucdavis.edu/ietjobs/jobs.html

**Positions Supervised:** NA

**Essential Responsibilities:**

- Complete timely configuration of student information system
calendar. Configuration includes data analysis and setup, such as establishing registration time periods for upcoming academic terms, analyzing and building fee assessment rule sets, adding new data values such as major codes, and maintaining data conversion mappings.

- Perform both routine and complex operational processing within the student information system. Operational processing includes running, scheduling and monitoring programs that perform core SIS functions like activating student populations or creating class schedules for future academic terms. Operational processing also includes importing and exporting data for exchange with other systems.

- Coordinate the day-to-day operations of the Banner system.
- Generate and provide standard operational reports from student information system in accordance with operational calendar and requirements.
- Identify and analyze data problems and discrepancies, and coordinate resolution with the OUR Academic Services Unit in advance of report generation.
- Validate and perform quality assurance of data collected by systems or staff.
- Communicate and work directly with a variety of campus and systemwide constituents.
- Assist in development of operational calendar for system configuration and processing.
- Assist in the maintenance of documentation of operational processes.
- Serve as backup to the Lead Student Information System Analyst, in the areas of system configuration, operational processing, and day-to-day operations coordination.

30% SYSTEM SECURITY AND ACCESS MANAGEMENT
- Evaluate applications for system access, and grant and revoke system access in accordance with policies and practices defined by the OUR Data Steward and the Student and Curricula Support Domain.
- Provide end user support for login IDs, access, and tokens, and resolve problems associated with user accounts and permissions.
- Define and maintain security roles and privileges.

Maintain documentation of procedures for student information system security and access management.
- Coordinate periodic system security and access management audits.

10% FUNCTIONAL ANALYSIS
- Participate in and support the implementation of system enhancements and upgrades.
- Communicate and collaborate closely with OUR Technology Services team, IET Banner team, and other department and campus constituents.
- Maintain expert level knowledge in the effective operation of the campus student information system, including vendor-delivered software and local campus enhancements.

10% TESTING AND TROUBLESHOOTING
- Participate in testing of system enhancements and upgrades.
- Identify, report and resolve system and data problems.
- Others duties as assigned.

Physical Demands:
- Work at a computer workstation for long periods of time.
- Work hours outside standard 8am-5pm schedule may be necessary for emergency situations.
- Work flexible schedule including occasional evenings/nights, weekend and holidays to meet operational needs.
- Work in a semi-open area.

Work Environment:
- Position is a mandatory reporter for known or suspected child abuse and requires that a statement acknowledging the requirement to report child abuse be signed.
- UC Davis is a smoke and tobacco free campus effective January 1, 2014. Smoking, the use of smokeless tobacco products, and the use of unregulated nicotine products (e-cigarettes) will be strictly prohibited on any UC Davis owned or leased property, indoors and outdoors, including parking lots and residential space.

Background Check: Yes

QUALIFICATIONS

Minimum Qualifications:
- Experience working effectively with multiple constituencies.
- Experience comprehending, interpreting, and applying policies; continually adjusting in a dynamic environment; and working as a member of a team.

- Experience working with confidential information.
- Experience identifying and analyzing data problems and discrepancies.
- Experience testing of system enhancements and upgrades.
- Skills to independently research, collect, compile and analyze data from a variety of sources, to identify and reconcile anomalies; to work with multiple data sources to reconcile records and processes across various database systems; and to recognize actual from potential data problems and consequences and take appropriate actions.

- Organizational skills with demonstrated ability to prioritize overlapping activities, multi-task and work with interruptions, while maintaining a high degree of accuracy and meeting deadlines.

- Oral and written communication skills to present information effectively, tailor presentations to a wide variety of audiences (including executive management), present complex concepts and recommendations clearly for management decision-making.

- Computer skills to work across a multi-platform environment with proficiency in using a variety of software packages including but not limited to databases, word processing, email and web browsers.

- Skills to exercise initiative and work independently to meet goals with a minimum of supervision.

- Skills to work effectively as a team member, giving and taking direction, sharing expertise and information, supporting co-workers in peak workload periods.

- Knowledge of the functions of a registrar's office and the handling of student and enrollment records, with an understanding of how student information systems underlie business processes.

- Experience with the SungardHE Banner student information system.

- Knowledge of federal, state laws including the Family Educational Rights and Privacy Act of 1974 (FERPA) and applicable university policies.

- Experience with any programming language, such as SQL, Java or C#.
- Read and follow the UCD Principles of Community.
- Adhere to the ethical standards put forth in the University of California Statement of Ethical Values.
- Maintain confidentiality of student records.
- Exercise flexibility to continually adjust in a dynamic environment.
- Work as a member of a team and exercise consideration and civility with colleagues.
- Communicate and interact in a professional, pleasant and effective manner with individuals from diverse backgrounds.
- Convey a helpful and positive attitude to the public, campus departments and the various units in support of the department's client service environment.
- Follow safety and security procedures in performing work.
- Maintain up to date knowledge of campus programs and information.
- Dress appropriately to represent the professional nature of the University and OUR.
- Wear your OUR name badge at special programs and events.
- Maintain flexibility in a continuously changing and fast paced work environment.
- Work independently, establish priorities and to exercise good judgment, tact, and discretion.
- Provide informal training and mentoring to educate personnel in the use of products or services.
- Maintain up-to-date knowledge through literature, classes, exhibits, seminars, on-the-job training and other relevant training forums.