## Position Description

<table>
<thead>
<tr>
<th>Job ID:</th>
<th>8005</th>
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</thead>
<tbody>
<tr>
<td>Position Number:</td>
<td>02008360</td>
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<tr>
<td>UC Path Position #:</td>
<td>40242178</td>
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<tr>
<td>Dept:</td>
<td>ENTERPRISE STUDENT APPLICATIONS - 061418</td>
</tr>
<tr>
<td>Position:</td>
<td>Technical Analyst</td>
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<tr>
<td>Approved Payroll Title Code:</td>
<td>4532</td>
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<tr>
<td>Approved Payroll Title:</td>
<td>PROD CNTRL ANL 2</td>
</tr>
<tr>
<td>Approved MSP Salary Grade:</td>
<td></td>
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<tr>
<td>Approved PSS Salary Grade:</td>
<td>PSS20</td>
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### POSITION DETAILS

**Job Summary:** Reporting to the Manager of Student Information Systems (SIS) Operations, and with direction and guidance from the Enterprise Student Applications (ESA) Operations team lead, the position supports the daily operation of the campus student information system and affiliated information systems. Responsibilities include operational support, technical and functional analysis, user support and testing and troubleshooting of systems that address the business needs of academic and administrative units and impact students, faculty and staff.

**Campus Job Scope:** The Enterprise Student Applications department provides technology leadership, planning, management, development, and implementation for student services and student information systems. The ESA Operations team manages data, software, and processes that are part of campus student information system.

**Department Specific Job Scope:**

**Positions Supervised:** NA

### Essential Responsibilities:

#### 50% OPERATIONS SUPPORT AND ANALYSIS

- Complete timely configurations of the student information system in support of key registrar functions, and in adherence to the operational calendar. Configurations include data analysis and setup, analyzing and building rule sets, and maintaining data conversion mappings.

- Perform both routine and complex operational processing within the student information system by developing and running SQL scripts for data import/export. Operational processing includes running, scheduling and monitoring programs that perform core SIS functions, as well as importing and exporting data for exchange with other systems.

- 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 ESA Operations team, Office of the University Registrar, and other campus units using existing software and processes as well as developing and running new SQL scripts.

- 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 ESA Operations team lead and other team members, in the areas of system configuration, operational processing, day-to-day operations coordination, and end user support.

20% QUALITY CONTROL/QUALITY ASSURANCE
Build test plans; organize, conduct and supervise user acceptance testing.

Conduct testing efforts with end users and developers to resolve issues.

Validate and perform quality assurance of data collected by systems or staff.

Identify, report and resolve system and data problems, using existing software and systems and also by developing and running new SQL scripts

Propose and implement resolutions to persistent or recurring system and data problems.

Develop new and adapt existing SQL scripts for the purposes of operational support, data analysis, and problem identification and resolution.

20% FUNCTIONAL ANALYSIS
Participate in and support the implementation of system enhancements and upgrades.

Communicate and collaborate closely with the ESA Operations team, Banner team, and other department and campus constituents.

Maintain up-to-date knowledge in the effective operation of the campus student information system, including vendor-delivered software and local campus enhancements.

10% OTHER DUTIES
Other duties as deemed necessary by management.

<table>
<thead>
<tr>
<th>Physical Demands:</th>
<th>Sit at computer with extensive keyboard use and view computer screens for extended periods of time.</th>
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<tr>
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<td>Lift equipment weighing up to 50 lbs.</td>
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<tr>
<th>Work Environment:</th>
<th>May be required to work in an open and/or shared office environment with multiple interruptions.</th>
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<tr>
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<td>Work an occasional flexible schedule. Work occasional overtime including evenings, nights and weekends.</td>
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<td>Vacation is restricted during peak work periods.</td>
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<td></td>
<td>Adhere to workplace safety practices, read information communicated about workplace safety, complete required safety training on time, and report any workplace safety issues promptly to their supervisor or the designated safety coordinator.</td>
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<td></td>
<td>UC Davis is a smoke and tobacco free campus. 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.</td>
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<td>Yes</td>
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**QUALIFICATIONS**

**Minimum Qualifications:** Experience analyzing information and situations to independently identify data problems and relevant factors, formulating logical conclusions, and recommending and implementing alternative solutions.
Experience researching, collecting, compiling and analyzing data from a variety of sources.

Experience with Structured Query Language (SQL) for developing relational database queries and scripts.

Experience comprehending, interpreting, and applying policies in a large institution.

Experience testing system enhancements and upgrades.

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

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

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

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 student information systems, such as Ellucian Banner.

**Expectations**

- Read and follow the UC Davis 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.
- Maintain flexibility in a continuously changing and fast paced work environment.
- Ability to exercise initiative and work independently to meet goals with a minimum of supervision.
- 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.