NEW MEXICO HIGHLANDS UNIVERSITY
LAS VEGAS, NEW MEXICO
PUBLIC VACANCY NOTICE

Posting Date: November 17, 2014
Deadline: Open Until Filled

Position Title: Programmer Analyst
Salary Grade: 15

Department: Information Technology Services (ITS)
Minimum Starting Salary: $45,582

Job Type: 12 months/Full-Time
FLSA: Exempt

Reports To: Director of ITS

SUMMARY: The Programmer Analyst is responsible for providing and supporting computer information systems to the University, including support for Ellucian’s Banner software suite through process analysis, problem resolution, reporting, creates and maintains computer software and associated documentation.

DUTIES AND RESPONSIBILITIES:

- Write and modify programs in all major programming languages that are in use by the University;
- Create complex custom reports with the University’s current report writer, document and implement applications;
- Provide user and programming support on word-processing, spreadsheet, and database applications;
- Provide systems management on the University’s main operating systems including installing the operating system, installing programs, security set ups and adding users to the system;
- Provide documentation of all changes to or new applications;
- Provide user and programming support for web pages and web applications;
- Design, develop and support database and applications for databases;
- Write end-user’s documentation and train end-users on the new or modified system;
- Work with the Application Systems Manager, review and maintain all software projects;
- Analyze, design, develop and document electronic workflow systems using Banner’s workflow modeler and PL/SQL:
  - Support the effective business operation of the University by designing, developing, testing, and maintaining electronic workflow and imaging applications, including those that interface with University data, and by implementing workflow technologies that serve the departments of the University.
  - Promotes communication and efficiencies within the academic and administrative offices of the University by automating the approval and routing processes associated with form-driven business activities.
  - Responds to requests for electronic workflow services by conducting analysis with the user departments and by formulating general plans for addressing the specified needs.
  - Provides primary support for the Banner Document Management System (BDMS), by evaluating releases, fixes, and related service requests, identifying BDMS incidents, and tracking the incidents through resolution.
  - Develops instructions for Programming/Analysts by creating detailed design specifications including system narratives, file layouts, screen layouts, report layouts and program narratives.
  - Effectively resolves programming problems by conducting thorough analysis of problems and employing appropriate debugging techniques and aids to resolve the problems.
- May serve as lead analyst in a design subgroup, directing and integrating the work of analysts, each responsible for several programs;
- Serve as backup Microsoft Database Administrator;
o Maintain MS SQL software by applying periodic upgrades and patches.
  o Monitor the SQL database instances.
  o Set up and maintain test instances of systems as needed for end-user testing and work with end-users to resolve issues found during testing.
  o Develop custom packages, functions, tables, views and triggers as needed. Document all custom solutions developed.
  o Lead database design and implementation for new application development projects that are SQL or other relational database based.

- Serve as backup Microsoft Exchange e-mail server administrator;
- Serve as Hyper-V cluster administrator;
  o Create virtual machines.
  o Install server operation systems.
  o Monitor and update cluster services.
  o Apply upgrades and patches.

- Microsoft system Center suite administration, design, setup, and testing;
  o Operate system imaging.
  o Automated software installation.
  o Report software and hardware inventory.
  o Monitor system health and use of IT resources.
  o Apply upgrade and patches.

- Serve as backup IIS Web server administrator;
- Serve as SAN/NAS administrator
- Review design, analyze, and code for quality and adherence to standards;
- Use all phases of system analysis concepts, techniques, and methods;
- Remain competent and current through self-directed professional reading, developing and maintaining professional contacts with colleagues, attending professional development courses, and attending training and/or courses required by the Application Systems Manager.
- Performs other job-related duties as assigned;
- Maintains regular attendance.

MINIMUM JOB REQUIREMENTS:
- **EDUCATION:** Bachelor’s degree in a computer related field. (Eight (8) years of professional experience may be considered in lieu of Bachelors degree, if the applicant has an Associate’s degree in a computer related field.)
- **EXPERIENCE:** Four (4) years of professional experience.
- **PREFERRED:**
  o Masters Degree in a computer related field
  o Experience in a Windows or Servers Windows environment
  o Experience with Ellucian Banner system
  o Experience working with Oracle
  o Experience with RDBMS
  o Experience in a college or University environment.

SPECIAL REQUIREMENTS:
- Must be willing to work evenings, weekends and odd hours as needed.

KNOWLEDGE, SKILLS, AND ABILITIES:
- Knowledge in at least three (3) of the following programming languages; ASP, C/C++, COBOL, CSS, HTML, Java, JavaScript, .NET, Oracle tools, Perl, PL/SQL, SQL.
- Knowledge in Web based application development;
- Ability to understand and manage complex software and database systems;
- Ability to logically think through solutions required;
- Ability to work with people possessing differing levels of technical knowledge;
- Ability to develop and maintain multiple projects and be an effective team player;
- Ability to maintain confidentiality in regard to information processed, stored, or accessed by systems;
- Ability to effectively communicate, both verbally and in writing especially in writing technical specifications;
- Knowledge in the design and coding of Web-related application.
- Knowledge of current technological developments/trends in area of expertise;
- Ability to interpret and evaluate client informational needs and to determine appropriate alternative solutions;
- Knowledge of computer systems analysis and design concepts, methods, procedures, and standards;
- Ability to plan, design, coordinate installation, test, and modify complex systems and subsystems;
- Knowledge of available system software, computer equipment, and the regulations, structure, techniques, and management practices of one or more subject areas to design complex systems or subsystem.
- Knowledge of Active Directory and Windows Operating Systems;
- Knowledge of Microsoft System Center Software for managing IT environments;
- Knowledge of virtual environments (Hyper-V, VMware, Virtual Clusters);
- Knowledge of IIS and other web server technologies;
- Ability to administer Sql and oracle databases;
- Knowledge of SAN/NAS administration;
- Knowledge of operating system imaging and application installation automation;
- Skill in diagnosing and troubleshooting computer/networking systems.

**PHYSICAL DEMANDS:**
- Minimal physical requirements.

**WORK ENVIRONMENT:**
- Work is normally performed in an interior/office work environment.

**APPLICATION PROCEDURE:** A complete application must include 1) a letter of interest, 2) resume, 3) University Employment Application; 4) copies of unofficial transcripts, and 5) names/address/phone numbers of 3 professional references.

References will be contacted in conjunction with on-campus interviews and official transcripts should be requested upon acceptance of the on-campus interview.

New Mexico Highlands University  
Human Resources  
Programmer Analyst Search  
Box 9000  
Las Vegas, NM 87701

Required application materials may be sent via email to: jobs@nmhu.edu

For disabled access or services call 505-454-3242 or TDD 505-454-3003.  
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