



JOB TITLE: IT Systems Advisor

JOB CODE: Hourly

Department Name: Information Technology (IT)
Reports To: Director of Information Technology
Location: Mt. Pleasant or Harrison Campus

EX/NE: Non - Exempt
Pay: Grade 6, Per ESPA Agreement
Last Revised: October 2017

POSITION SUMMARY:

Mid Michigan College seeks individuals who: value collegiality and mutual respect; use data in decision making; are innovative; are service minded; are goal oriented; strive to continually improve themselves and their work processes; are willing to collaborate and seek to add value in every interaction.

This position provides administrative system (Colleague) programming to support the needs of the institution and works with the Systems Manager to integrate 3rd party applications. Maintains the web interface for the administrative system. Responsible for assisting the Director of Information Technology with management of the technology hardware inventory system and provides support in the operation and maintenance of computers and servers.

ESSENTIAL JOB FUNCTIONS:

General Duties

1. Provides Colleague (Datatel) programming support for the institutional needs, modifying and/or adding functionality as needed to meet the needs of the various College departments.
2. Researches and implements additional systems for functionality and integration with Colleague.
3. Monitors Colleague software patches for modifications.
4. Maintains MIDWEB (Online administrative software web interface)- implementing new functionality, and customizing for ease of use.
5. Tracks, distributes, and maintains the institution's computers and equipment, using an equitable and timely methodology.
6. Maintains equipment inventory database for accuracy and ease of use.
7. Assists users with computer and software functionality to improve their operations, providing training and assistance as needed.
8. Works closely with other team members assuring smooth operations of on-line systems for student and staff use.
9. Creates and maintains student and staff user accounts, monitoring and resolving helpdesk tickets as appropriate.
10. Participates in the development and implementation of departmental objectives, policies, procedures and standards; recommends changes to departmental procedures as necessary to improve the efficacy of IT Department efforts.

11. Attends, facilitates and/or leads staff meetings and in-service programs.
12. Support and serves as a role model for our mission, vision, values, and customer service initiatives. Adheres to the organization's policies & procedures, and compliance guidelines.
13. Performs other duties as assigned.

BACKGROUND AND JOB REQUIREMENTS:

Knowledge, Skills, Abilities:

- Programming skills using envision, colleague studio, and some basic knowledge of web programming languages such as JAVA.
- Ability to troubleshoot and problem solve computer hardware, software or programming issues.
- Ability to evaluate programming code.
- Ability to work as part of the team and lead the team as needed.
- Good project management skills.
- Strong Communication skills.

Education, Certification, Licensure:

- Bachelor's degree in a computer related field required.

Experience:

- Two to four years of experience in computer technology related field.
- Previous work experience in a community college environment preferred.

WORKING ENVIRONMENT:

- The job responsibilities of this position are performed in an office building environment.
- There may be occasional travel to other college locations for meetings.
- There may be occasional travel for conferences/training.
- Duties are performed in an independent and team atmosphere. Continuous collaboration with team and supervisor will occur.
- The job requires minimal physical exertion, such as walking, standing, stooping, bending, climbing, lifting material or equipment, some of which may be heavy or awkward (5- 50 pounds).
- Minimal discomfort due to heat, dust and noise may occur.
- Typical work schedule is 1st Shift 8:00am – 4:30pm with flexible or extended hours as approved by the Director of IT.

Note: This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. It is not to be construed as an exhaustive list of all job duties that may be performed by a person so classified. Incumbents may be asked to perform additional duties as required by his/her supervisor.

Employee Signature: _____

Date: _____