



Job Description

Information Systems (IS) Specialist

JD: 2703
Pay Grade: G09

Employment Status: Full-Time

FLSA Status: Exempt

Experience Required: Minimum three (3) years' experience with Information Systems in a SQL database environment and with report development.

Education Requirements: Associate's degree in related field. Bachelor's degree preferred.

Direct Supervisor: Director of Information Technology

Supervisory Responsibility: Direct (0); Indirect (0)

Primary Work Location: On Site, Office Setting

Job Summary: This position has overall responsibility for supporting the organization's enterprise information systems and management information systems to ensure reliable operations, accurate reporting, and effective decision-support capabilities. This role oversees system performance, data integrity, reporting workflows, and cross-departmental information needs. The ideal candidate is analytical, detail-oriented, and skilled in both enterprise system administration and data/reporting management.

Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential duties:

- Administer, configure, and maintain enterprise-wide applications (ERP, CRM, HRIS, financial systems, etc.).
- Manage system upgrades, patches, integrations, and enhancements.
- Ensure system reliability, uptime, and performance monitoring.
- Collaborate with business units to translate operational needs into system configurations.
- Maintain user accounts, roles, permissions, and security controls.
- Document system processes, workflows, and configuration standards.
- Provide end-user support, training, and troubleshooting.
- Coordinate with vendors for support, licensing, and technical escalations.
- Develop, maintain, and optimize dashboards, reports, and analytics tools.
- Identify opportunities to automate reporting and streamline data workflows.
- Maintain data dictionaries, reporting standards, and governance practices.
- Support data integration efforts across enterprise systems.
- Troubleshoot reporting issues and ensure data quality.
- Troubleshoot and work with our technical partners and the IT team to resolve Information System-related software issues.
- Identify and influence needs for application software improvements to satisfy College functional requirements.
- Interface and influence enhancements to application software and hardware.
- Research and monitor new and emerging developments in the requirements and capabilities of the College's systems.
- Assist in creating external data files for import into databases and exports from the databases.



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- Assist with the implementation of college-wide applications.
- Utilize the Help Desk system to capture, record, track, and respond to requests for IS services from the College user community in accordance with IT Help Desk procedures.
- Assist in the development and maintenance of procedures to support IT policies.
- Train the IT team member designated as the backup to this position.
- Effectively perform as a member of the team in carrying out the College's Mission Statement.
- Perform other related duties as assigned.

Essential Functions, Qualifications, Knowledge, Skills, and Abilities (KSA's) for Employment

An employee in this class must have the following knowledge, skills, and abilities upon application:

Knowledge

- In-depth knowledge of Information Systems or ERP operations including related application and operating system software and hardware.
- Windows operating systems and network operations and client-server environments.
- Basic understanding of network operations and client-server environments.
- Experience with cloud-based enterprise systems (Azure, AWS, Oracle Cloud, Microsoft 365).
- Knowledge of ETL tools and API integrations.

Skills

- Excellent technical project management skills.
- Strong written and oral communications and relational skills. Ability to translate complex technical concepts into user-friendly language.
- Strong organizational skills with attention to detail documentation.
- Able to identify and influence improvements to workflows and reporting.
- Strong data analysis skills, evaluating the user's needs and applying them to the College's Information Systems.

Abilities

- Be available for on-call for emergencies on weekends, evenings or holidays.
- Effectively organize and manage multiple tasks.
- Work independently, exercise initiative, and follow through to completion of assigned tasks.
- Understand the importance of documentation, change management procedures, test environments.
- Understand the importance of availability, confidentiality, and integrity of needed data or information.
- Work closely and effectively with the Director of Information Technology, and the IT team.
- Establishing and maintaining effective working relationships with other faculty, staff, students, and members of the public.



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- Mentally analyze a situation, solve problems, and make decisions under pressure in area of responsibility.

**This position description is a general guideline for work behavior and is not intended to be a comprehensive listing of all job duties. Therefore, it is also not, nor can it be implied to be, a contract of employment.

Signatures / Date

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Check the appropriate box, fill in the needed accommodations, if required, then sign and date.

- ☐ I have read and understand this job description and acknowledge that I am able to complete the essential functions of my job without accommodations.
- ☐ I have read and understand this job description and I would require the following reasonable accommodations to fulfill the essential functions of this job:

Employee Signature

Date

Supervisor Signature

Date

Human Resources

Date