

## **APPENDIX D – MIS STAFF POSITION DESCRIPTIONS**

**Using this document:** The information in this appendix is intended for use in the hiring process for staff members in the Management Information System (MIS) group.

**Summary of content:** This appendix contains provides job descriptions for the various technology staff members of the MIS group within the university's IT organization. The positions described in this appendix are as follows:

Applications Manager / Senior Systems Analyst for Student Systems  
Senior Systems Analyst for Financial Systems  
Senior Systems Analyst for Human Resources Systems  
Analyst / Programmer for Student Systems  
Analyst / Programmer for Financial Systems  
Analyst / Programmer for Human Resources Systems  
Technical Trainer  
Senior Database Administrator  
Database Administrator

**POSITION TITLE: APPLICATIONS MANAGER / SENIOR SYSTEMS ANALYST FOR STUDENT SYSTEMS**

**1. Position Purpose:**

This position will work with IT staff, PMU administrative offices staff, and implementation consulting staff to plan, schedule, and implement the university's Management Information System (MIS). The Applications Manager / Senior Systems Analyst for Student Systems will be responsible for programming staff assignments in student systems, for project management related to student systems software projects, and for coordination of training related to the student system portions of the MIS. After the student system implementation has been completed, the position will be responsible for support of the student system and oversight of the Human Resources and Finance implementations and the Portal.

**2. Major Duties and Responsibilities:**

- Under the direction of the Chief Information Officer (CIO), oversees the planning, implementation, and direction of the MIS student system, finance system, human resources system, and portal
- Provides input to the CIO for long-range and short-range planning related to the MIS.
- Leads a highly skilled team of MIS professionals charged with providing efficient, creative, and responsive MIS services to meet the needs of faculty, staff, and students.
- Analyzes programming requests and provide feedback regarding the time and effort required to the requesting student system department.
- Ensures that MIS programming requests are completed based on PMU's prioritization mechanism.
- Stays abreast of emerging technologies related to the MIS and advise the CIO on the use of MIS related technology.
- Provides input to the CIO on the MIS group's budget and staffing.
- Collaborates with the PMU administrative staff to achieve the objectives of the university.
- Works with the PMU IT systems management and database administration staff to implement and manage the MIS.

**3. Reporting Line:**

The Applications Manager / Senior Systems Analyst will report directly to the CIO

**4. Span of Control:**

The Applications Manager / Senior Systems Analyst will have responsibility for the MIS as defined by the CIO and for supervising the personnel in the MIS group. This position will directly supervise the Analysts / Programmers for Student Systems.

**5. Qualifications:**

- Bachelor's degree or higher in computer science, MIS, or a related field or a combination of related education and experience.
- The ability to speak and write fluently in English.
- Proven experience in leading and managing an MIS implementation (3 year minimum experience)
- Background in programming and system analysis (7 year minimum experience).
- Experience in higher education IT preferred.
- Knowledge of relational databases and the SQL language.
- Excellent management, communication, team building, and resource development skills.
- Ability to work effectively with many user groups in a growing and complex institution.
- Proficiency in the use of a personal computer and standard PC software (e-mail, word processing, spreadsheet, Internet browser).
- Excellent interpersonal and presentation skills.

## **POSITION TITLE: SENIOR SYSTEMS ANALYST FOR FINANCIAL SYSTEMS**

### **1. Position Purpose:**

This position will work with IT staff, PMU administrative offices staff, and implementation consulting staff to plan, schedule, and implement the Management Information System (MIS) finance system. The Senior Systems Analyst for Financial Systems will be responsible for programming staff assignments in finance systems, for project management related to finance systems software projects, and for coordination of training related to the finance system portions of the MIS.

### **2. Major Duties and Responsibilities:**

- Oversees the planning, implementation, and direction of the MIS finance system under the direction of the Applications Manager / Senior Systems Analyst for Student Systems
- Leads the Analyst / Programmer for Financial Systems to provide efficient, creative and responsive finance system services to meet the needs of faculty, staff, and students.
- Analyzes programming requests and provides feedback regarding the time and effort required to the requesting finance system department.
- May serve as the Acting Applications Manager / Senior Systems Analyst for Student Systems during his or her absence.
- Stays abreast of emerging issues and technology related to the finance system, and advise the Applications Manager / Senior Systems Analyst for Student Systems.
- Provides input to the Applications Manager / Senior Systems Analyst for Student Systems on the finance system budget.
- Collaborates with the PMU administrative staff to achieve the objectives of the university.
- May serve as the lead in the deployment and support of the MIS portal.

### **3. Reporting Line:**

Reports to the Applications Manager / Senior Systems Analyst for Student Systems

**4. Span of Control:**

The Senior Systems Analyst for Financial Systems will have responsibility for the finance system and MIS portal as defined by the Applications Manager / Senior Systems Analyst for Student Systems and Chief Information Officer (CIO). The senior analyst will supervise the Analyst / Programmer for Financial Systems.

**5. Qualifications:**

- Bachelor's degree or higher in computer science, MIS, or a related field or a combination of related education and experience preferred.
- The ability to speak and write fluently in English.
- Experience in leading a MIS finance system implementation (2 year minimum experience)
- Background in programming and system analysis (4 year minimum experience).
- Experience in higher education IT preferred.
- Knowledge of relational databases and the SQL language.
- Excellent management, communication, team building, and resource development skills.
- Ability to work effectively with many user groups in a growing and complex institution.
- Proficiency in the use of a personal computer and standard PC software (e-mail, word processing, spreadsheet, Internet browser).
- Excellent interpersonal and presentation skills.

## **POSITION TITLE: SENIOR SYSTEMS ANALYST FOR HUMAN RESOURCES SYSTEMS**

### **1. Position Purpose:**

This position will work with IT staff, PMU administrative offices staff, and implementation consulting staff to plan, schedule, and implement the Management Information System (MIS) human resources system. The Senior Systems Analyst for Human Resources Systems will be responsible for programming staff assignments in human resources systems, for project management related to human resources systems software projects, and for coordination of training related to the human resources system portions of the MIS.

### **2. Major Duties and Responsibilities:**

- Oversees the planning, implementation, and direction of the MIS human resources system under the direction of the Applications Manager / Senior Systems Analyst for Student Systems.
- Leads the Analyst / Programmer for Human Resources to provide efficient, creative and responsive human resources system services to meet the needs of faculty, staff, and students.
- Analyzes programming requests and provides feedback regarding the time and effort required to the requesting human resources system department.
- May serve as the Acting Applications Manager / Senior Systems Analyst for Student Systems during his or her absence.
- Stays abreast of emerging issues and technology related to the human resources system and advise the Applications Manager / Senior Systems Analyst for Student Systems.
- Provides input to the Applications Manager / Senior Systems Analyst for Student Systems on the human resources system budget.
- Collaborates with the PMU administrative staff to achieve the objectives of the university.
- May serve as the lead in the deployment of the MIS portal.

### **3. Reporting Line:**

Reports to the Applications Manager / Senior Systems Analyst for Student Systems.

**4. Span of Control:**

The Senior Systems Analyst for Human Resources will have responsibility for the human resources system and MIS portal as defined by the Applications Manager / Senior Systems Analyst for Student Systems and Chief Information Officer (CIO). The senior analyst will supervise the Analyst / Programmer for Human Resources Systems.

**5. Qualifications:**

- Bachelor's degree or higher in computer science, MIS, or a related field or a combination of related education and experience preferred.
- The ability to speak and write fluently in English.
- Experience in leading a MIS human resources system implementation (2 year minimum experience).
- Background in programming and system analysis (4 year minimum experience).
- Experience in higher education IT preferred.
- Knowledge of relational databases and the SQL language.
- Excellent management, communication, team building, and resource development skills.
- Ability to work effectively with many user groups in a growing and complex institution.
- Proficiency in the use of a personal computer and standard PC software (e-mail, word processing, spreadsheet, Internet browser).
- Excellent interpersonal and presentation skills.

## **POSITION TITLE: ANALYST / PROGRAMMER FOR STUDENT SYSTEMS**

### **1. Position Purpose:**

Under the direction of the Applications Manager / Senior Systems Analyst for Student Systems, this position will work with IT staff, PMU administrative offices staff, and implementation consulting staff on programming and analysis tasks related to Management Information System (MIS) student system. The Analyst / Programmer for Student Systems will also provide input to the Technical Trainer for training related to the student system portions of the MIS to the PMU community.

### **2. Major Duties and Responsibilities:**

- Completes programming and analysis tasks for the MIS student system under the direction of the Applications Manager / Senior Systems Analyst for Student Systems.
- Works with the Applications Manager / Senior Systems Analyst for Student Systems to provide efficient, creative and responsive student system services to meet the needs of faculty, staff, and students.
- Provides input to the Applications Manager / Senior Systems Analyst for Student Systems during the analysis process for programming requests.
- Serves as a technical expert on the PMU staff in the underlying development technology for the MIS student system.
- Provides information to the Technical Trainer for training related to the MIS student system.
- May take on the student system analysis responsibilities of the Applications Manager / Senior Systems Analyst for Student Systems during his or her absence.
- May provide support to deploy and maintain the MIS portal

### **3. Reporting Line:**

Reports to the Applications Manager / Senior Systems Analyst for Student Systems.

### **4. Span of Control:**

The Analyst / Programmer for Student Systems will have responsibility for programming and analysis tasks for the student system and MIS portal as defined by the Applications Manager / Senior Systems Analyst for Student Systems.

## **5. Qualifications:**

- Bachelor's degree or higher in computer science, MIS, or a related field or a combination of related education and experience preferred.
- The ability to speak and write fluently in English.
- Background in programming and system analysis (2 year minimum experience).
- Experience in higher education IT preferred.
- Knowledge of relational databases and the SQL language.
- Ability to work effectively with many user groups in a growing and complex institution.
- Proficiency in the use of a personal computer and standard PC software (e-mail, word processing, spreadsheet, Internet browser).

## **POSITION TITLE: ANALYST / PROGRAMMER FOR FINANCIAL SYSTEMS**

### **1. Position Purpose:**

Under the direction of the Senior Systems Analyst for Financial Systems, this position will work with IT staff, PMU administrative offices staff, and implementation consulting staff on programming and analysis tasks related to Management Information System (MIS) finance system. The Analyst / Programmer for Financial Systems will also provide input to the Technical Trainer for training related to the finance system portions of the MIS to the PMU community.

### **2. Major Duties and Responsibilities:**

- Completes programming and analysis tasks for the MIS finance system under the direction of the Senior Systems Analyst for Financial Systems.
- Works with the Senior Systems Analyst for Financial Systems to provide efficient, creative and responsive finance system services to meet the needs of faculty, staff, and students.
- Provides input to the Senior Systems Analyst for Financial Systems during the analysis process for programming requests.
- Serves as a technical expert on the PMU staff in the underlying development technology for the MIS finance system.
- Provides information to the Technical Trainer for training related to the MIS finance system.
- May serve as the Senior Systems Analyst for Financial Systems during his or her absence.
- May provide support to deploy and maintain the MIS portal

### **3. Reporting Line:**

Reports to the Senior Systems Analyst for Financial Systems

### **4. Span of Control:**

The Analyst / Programmer for Financial Systems will have responsibility for programming and analysis tasks for the finance system and MIS portal as defined by the Senior Systems Analyst for Financial Systems.

## **5. Qualifications:**

- Bachelor's degree or higher in computer science, MIS, or a related field or a combination of related education and experience preferred.
- The ability to speak and write fluently in English.
- Background in programming and system analysis (2 year minimum experience).
- Experience in higher education IT preferred.
- Knowledge of relational databases and the SQL language.
- Ability to work effectively with many user groups in a growing and complex institution.
- Proficiency in the use of a personal computer and standard PC software (e-mail, word processing, spreadsheet, Internet browser).

## **POSITION TITLE: ANALYST / PROGRAMMER FOR HUMAN RESOURCES SYSTEMS**

### **1. Position Purpose:**

Under the direction of the Senior Systems Analyst for Human Resources Systems, this position will work with IT staff, PMU administrative offices staff, and implementation consulting staff on programming and analysis tasks related to Management Information System (MIS) human resources system. The Analyst / Programmer for Human Resources Systems will also provide input to the Technical Trainer for training related to the human resources system portions of the MIS to the PMU community.

### **2. Major Duties and Responsibilities:**

- Completes programming and analysis tasks for the MIS human resources system under the direction of the Senior Systems Analyst for Human Resources Systems.
- Works with the Senior Systems Analyst for Human Resources Systems to provide efficient, creative and responsive human resources system services to meet the needs of faculty, staff, and students.
- Provides input to the Senior Systems Analyst for Human Resources Systems during the analysis process for programming requests.
- Serves as a technical expert on the PMU staff in the underlying development technology for the MIS human resources system.
- Provides information to the Technical Trainer for training related to the MIS human resources system.
- May serve as the Senior Systems Analyst for Human Resources Systems during his or her absence.
- May provide support to deploy and maintain the MIS portal

### **3. Reporting Line:**

Reports to the Senior Systems Analyst for Human Resources Systems.

### **4. Span of Control:**

The Analyst / Programmer for Human Resources Systems will have responsibility for programming and analysis tasks for the human resources system and MIS portal as defined by the Senior Systems Analyst for Human Resources Systems.

## **5. Qualifications:**

- Bachelor's degree or higher in computer science, MIS, or a related field or a combination of related education and experience preferred.
- The ability to speak and write fluently in English.
- Background in programming and system analysis (2 year minimum experience).
- Experience in higher education IT preferred.
- Knowledge of relational databases and the SQL language.
- Ability to work effectively with many user groups in a growing and complex institution.
- Proficiency in the use of a personal computer and standard PC software (e-mail, word processing, spreadsheet, Internet browser).

## **POSITION TITLE: TECHNICAL TRAINER**

### **1. Position Purpose:**

This position will support the PMU clients of the MIS through development of documentation and training materials for the Management Information System (MIS) and by conducting training, both in one-on-one and classroom settings, on a regular basis.

### **2. Major Duties and Responsibilities:**

- Develops and maintain training materials for the MIS student system, finance system, human resources system, and portal.
- Conducts one-on-one and classroom training sessions related to the MIS as required.
- Conducts classroom training related to the MIS as required.
- Serves as the coordinator for the classroom training facility.
- May serve as a trainer for other IT functions.

### **3. Reporting Line:**

Reports to the Applications Manager / Senior Systems Analyst for Student Systems.

### **4. Span of Control:**

The Technical Trainer will have responsibility for training development and training sessions for the MIS as defined by the Applications Manager / Senior Systems Analyst for Student Systems.

### **5. Qualifications:**

- Bachelor's degree or higher in computer science, MIS, or a related field or a combination of related education and experience preferred.
- The ability to speak and write fluently in English.
- Background in IT training (1 year minimum experience).
- Experience in higher education IT preferred.
- Proficiency in the use of a personal computer and standard PC software (e-mail, word processing, spreadsheet, Internet browser).
- Excellent interpersonal and presentation skills.

## **POSITION TITLE: SENIOR DATABASE ADMINISTRATOR**

### **1. Position Purpose:**

This position will work with IT staff, PMU administrative offices staff, and implementation consulting staff to provide database management support for the Management Information System (MIS). The Senior Database Administrator will oversee the installation and support of the production and development database environments..

### **2. Major Duties and Responsibilities:**

- Oversees the planning, installation, and support of the MIS database environment.
- Leads the Database Administrator to provide high quality database support to the MIS team and the university community.
- Maintains a highly redundant, scalable production database environment using state-of-the-art database technology and tools.
- May serve as the Acting Applications Manager / Senior Systems Analyst for Student Systems during his or her absence.
- Stays abreast of emerging issues and technology related to database administration, systems management, and applications management.
- Provides input to the Applications Manager / Senior Systems Analyst for Student Systems on the database administration.
- Collaborates with PMU administrative staff to achieve the objectives of the university.
- May provide support to deploy and maintain the MIS portal

### **3. Reporting Line:**

Reports to the Applications Manager / Senior Systems Analyst for Student Systems.

### **4. Span of Control:**

The Senior Database Administrator will have responsibility for all database administration tasks as defined by the Applications Manager / Senior Systems Analyst for Student Systems and Chief Information Officer (CIO). The Senior Database Administrator will supervise the Database Administrator.

## **5. Qualifications:**

- Bachelor's degree or higher in computer science, MIS, or a related field or a combination of related education and experience preferred.
- The ability to speak and write fluently in English.
- Experience in leading database support for a MIS implementation (2 year minimum experience).
- Background in administration of relational databases such as Oracle or Microsoft SQL Server (4 year minimum experience).
- Experience in higher education IT preferred.
- Knowledge of relational databases and the SQL language.
- Excellent management, communication, team building, and resource development skills.
- Ability to work effectively with many user groups in a growing and complex institution.
- Proficiency in the use of a personal computer and standard PC software (e-mail, word processing, spreadsheet, Internet browser).
- Excellent interpersonal and presentation skills.

## **POSITION TITLE: DATABASE ADMINISTRATOR**

### **1. Position Purpose:**

Under the direction of the Senior Database Administrator, this position will work with IT staff, PMU administrative offices staff, and implementation consulting staff on database administration tasks related to Management Information System (MIS). The Database Administrator will maintain databases in both the production and development environments.

### **2. Major Duties and Responsibilities:**

- Completes database administration tasks for the MIS under the direction of the Senior Database Administrator.
- Provides high quality database support to the MIS team and the university community.
- Maintains a highly redundant, scalable production database environment using state-of-the-art database technology and tools.
- May serve as the Acting Senior Database Administrator during his or her absence.
- Provides input to the Senior Database Administrator on database administration tasks.
- Serves as a technical expert on the PMU staff in database technology and database administration.
- May provide support to deploy and maintain the MIS portal

### **3. Reporting Line:**

Reports to the Senior Database Administrator

### **4. Span of Control:**

The Database Administrator will have responsibility for database administration tasks as defined by the Senior Database Administrator and Applications Manager/Senior Systems Analyst for Student Systems.

## **5. Qualifications:**

- Bachelor's degree or higher in computer science, MIS, or a related field or a combination of related education and experience preferred.
- The ability to speak and write fluently in English.
- Background in database administration (2 year minimum experience).
- Experience in higher education IT preferred.
- Knowledge of relational databases and the SQL language.
- Ability to work effectively with many user groups in a growing and complex institution.
- Proficiency in the use of a personal computer and standard PC software (e-mail, word processing, spreadsheet, Internet browser).

## **APPENDIX E – PHASED IMPLEMENTATION SCHEDULE**

**Using this document:** This appendix contains is intended for use by PMU staff in planning hiring for the MIS technical staff and for implementing the various MIS modules.

**Summary of content:** The appendix contains two Gantt charts that graphically represent the information provided in Section V.A., Implementation Schedule, of this report.

- The Gantt chart titled “PMU Management Information System: Technical Staffing” demonstrates the time necessary to recruit staff members before their recommended start dates.
- The Gantt chart titled “Management Information System: MIS System Module Implementation” demonstrates the time necessary from start to finish of each implementation for individual modules of the MIS system.

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- PMU Management Information System: Technical Staffing
- PMU Management Information System: MIS System Module Implementation.