



جامعة الأمير محمد بن فهد الأهلية

PRINCE MOHAMMAD BIN FAHD UNIVERSITY

System Analyst

JOB DESCRIPTION

A - Position Purpose:

Purpose / Objectives: Provides technical knowledge of Oracle Database Management which is needed to complement the Senior Systems Analyst's knowledge of Banner in order to evaluate the feasibility of, implement, and maintain requested Banner updates.

Expected Employee Accomplishments: Provide technical support for the implementation (planning, setup, testing, training, and cutover) of Banner enterprise solution. Evaluate impact of, update, maintain Banner tables and parameters maintained within Oracle.

Degree of Freedom to Act: Works under minimal supervision. Reports to Senior Systems Analyst – Student Systems.

B - Duties and Responsibilities:

- Maintain status as a technical expert in both Oracle and Banner, Student Systems.
- Supporting users with application issues related to student management
- Oversee issue resolution.
- Assist in coordination with users to determine requirements, communicate proposed changes, and obtain advance approval before modifications implemented.
- Researches, develops, tests, and evaluates software and configurations
- Documents procedures.
- Maintain user guides and provide training as required.
- Adhere to IT department's change management policies and procedures.
- Works on special projects as assigned by Senior Systems Analyst – Student Systems.

- Coordinate all application upgrades.
- Effectively test all changes before being placed into production.

Secondary Duties / Responsibilities: Other duties as assigned.

Level of Supervision Received: Works under minimal supervision. Reports to Senior Systems Analyst – Student Systems.

Level of Supervision Exercised: No direct reports.

C – Qualifications / Professional Experience:

Computer Science, Information Systems, or equivalent. Extensive work experience and certifications may be submitted for consideration in place of a BS degree.

Type and Length of Experience Required (or equivalent): Three years systems Oracle experience; preferable within a university environment.

Skills and Competencies Required:

- Previous Banner experience is highly desired, but not necessary for consideration.
- Excellent working knowledge of Oracle; preferable version 7.0.
- Excellent problem solving abilities
- Good working knowledge of standard computing environments
- Prior demonstration of superior customer service standards and practices.

Work Environment: Sedentary work. Availability to work after hours and/or weekends and on-call, as specified by supervisor.