



Reports to: Director of Information Technology
Department: Information Technology
Status: Full time, Exempt
Salary: \$50k – \$60k

Summary

The IT Specialist II will function as an Application Developer stack to consult, evaluate, recommend, design, install, code, configure, test, maintain, and troubleshoot a variety of software, including systems software, applications packages, and databases.

Essential Duties:

- Identify and analyze user and system requirements and constraints.
- Evaluate a variety of software solutions
- Design, code, install, and configure complex software packages and systems to address user and system needs
- Test, troubleshoot, and repair complex software
- Maintain, revise, and modify complex software
- Install software revisions, updates and patches
- Serve as the primary or secondary programming support for one or more of these technologies systems:
 - CAMS Enterprise (ERP)
 - SuiteCRM (CRM)
 - Web application development
 - SQL DB
- Possess an understanding of application development processes
- Develop current, innovative, reusable applications
- Keep well informed on rapid development tools
- Prepare and maintain software and system documentation
- Train and assist users with the operation of software systems
- Maintain regular and effective communication with the user community, colleagues within the organization unit, and management
- Respond to service requests in a timely, effective, and respectful manner
- Maintain continuous professional growth and development through a series of actions, including reading technical, professional, and marketing literature, attending workshops, seminars and demonstrations, collaborating with vendors, manufacturers, and colleagues, and engaging in hands-on experiences with a variety of technologies
- Provide informed recommendations for enhancements and improvements at Grace Christian University based on new and emerging technologies
- Participate in strategic planning and budgetary decisions
- Supervise student workers and interns as assigned
- Regular attendance is expected

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- Using tact and courtesy, the ability to establish and maintain effective relationships with persons contacted in the course of work
- Other duties as assigned

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience** –
 - Bachelor's degree in an area closely related to computing or
 - 5 years of recent experience in enterprise level or large scale complex database programming environment required
 - Related professional certifications are desirable
 - Experience with Enterprise Resource Management (ERP) systems programming, Content Management System (i.e. Joomla), SQL/MySQL, Web-based tools such as HTML, C#, PHP, JavaScript, Any CRM, Command-Line Cent-OS, Windows, etc.
 - Experience with Administrative and Student Information Systems (i.e. Ellucian [Colleague, Banner], CAMS, PeopleSoft, Jenzabar) for higher education preferred; but not required
 - Experience working in an educational setting is preferred; but not required
- **Leadership and Organization Skills** – demonstrated ability to work collaboratively with other departments to advance missions and goals and ability to act on own initiative while exercising reasonable judgment.
- **Computer Skills** – Possess a working knowledge of major computer applications. Must have the ability to accurately and efficiently perform required computerized tasks, with the ability to learn new technology quickly.
- **Communication Skills** – A pleasant and helpful demeanor, as well as the ability to communicate in a manner that is courteous and professional; especially the ability to interact effectively with vendors, students, alumni, administrative staff, etc. Excellent written, oral, and interpersonal communication skills.
- **Responsive Service Skills** - Ability to deal effectively, respectfully, and professionally with people of diverse backgrounds, beliefs, and cultures; proven capabilities in establishing appropriate professional rapport with courtesy and tact; listening effectively and accurately to determine others' needs; collecting necessary information; following through appropriately; and handling escalating situations with concern and confidence.
- **Customer Service Skills** – Effective written and verbal communication skills required. Frequent interaction internal and external customers require positive customer relations and ability to work with diverse populations. A pleasant and helpful demeanor will assist in the favorable development and maintaining of relationships.

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- **Decisiveness/Reasoning** - Ability to define problems, collect data, establish facts, and draw valid conclusions. Sound decision making, problem solving, prioritization skills, and prompt follow up are key elements.
- **Self-Sufficient/ Team Player** – Must display the ability to be a team player, yet have the self-driven to work independently, take initiative, and perform with minimal supervision.
- **Physical Demands** - Travel is required as needed for meetings and presentations for various events. While performing the duties of this job, the employee is regularly required to sit, and use hands to type. The employee frequently is required to reach with hands and arms and talk and hear. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch or crawl. The employee may frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- Acknowledge Jesus Christ as personal Lord and Savior and demonstrate personal maturity and godliness, growing in conformity to the image of Christ.
- A genuine interest in the ongoing success of Grace Christian University and the support of the mission statement of “Graduating Godly Individuals Prepared to Serve Christ in Church and Society.”