

PUniversity of Nebraska Central Administration
Job Description

General Information

Working Job Title: People Soft System Administrator II	Job Family: IT	Job Family Zone: IT SPEC
Position Number:	Department Name: UNCSN	SAP Organization Unit Number: 50000333
Employee's Name: New Position	Date of Last Update: 09/30/2014	Title of Supervisor: NeSIS Technical Director
SAP Personnel #:	Last Updated By: Mark Snook	Name of Supervisor: Mark Snook

Position Summary

As a senior member of the technical team, this position is responsible for technical configuration, maintenance, enhancements, system monitoring and performance tuning on the PeopleSoft Campus Solutions system, and EPM Warehouse system. This position will work with the NeSIS employees in a lead role to mentor others, meet client needs, and facilitate the implementation and maintenance of system/software requirements.

Duties & Responsibilities

Indicate % of time spent and indicate with an "*" the duties & responsibilities that are essential functions of this job. Arrange this list of duties in order of importance.	% of Time	Essential Functions
<p><u>People Soft System Administration:</u></p> <ul style="list-style-type: none"> • Provide technical support and coordination in managing the installation, configuration, monitoring, tuning, and troubleshooting of the PeopleSoft / Campus Solutions technical environment on an ongoing basis, performing checks, daily security audit checks, and backups within the technical environment, scheduling and executing production components of Campus Solutions. • Apply version upgrades and maintenance to the People Soft systems. • Research, develop and provide technical assistance for People Soft components. • Share on call duties to include serving as initial contact for system issues. 	70	*
<p><u>People Soft System Support:</u></p> <p>On-going support for new PeopleSoft/Campus Solutions components including, but not limited to EPM, PeopleSoft Portal, LDAP, UPK, and other PeopleSoft associated components. Assist with People Soft security and authorization environment.</p>	25	*
Committed to support the overall goals of UNCSN and work to achieve customer satisfaction through the application of total quality management principles.	5	

Zone Definition Factors

Nature/Complexity of Work

The position requires an individual that works with considerable independence, initiative, and exercises sound judgment in accomplishing professional IT functions and objectives. Complexity of work is very high. Design and implementation of beginning to end solutions must fit into team and system architecture and requires a high level of communication and coordination. With seven campuses in two production instances any decision or change can affect all campuses of NeSIS. External deadlines and business system needs are the most important factor when working through the system administration issues of the PeopleSoft products. Not adhering to this could cause major restraints on the progress of the NeSIS Projects. Within Campus Solutions overall correctness may not be apparent for variant periods of time ranging from hours when the work is completed to months depending upon the complexity of the tasks.

Problem Solving/Decision-making

Problem solving is one of the most important skills. If the system goes down or malfunctions, must be able to quickly and correctly diagnose what is wrong and how to fix it. Position requires interpretation, discretion and judgment based on in-depth analysis of business processes and potential technical solutions at a high level as well as at the project level. Identify the course of action to successfully complete a task or project and anticipate or project the impact of one action on other dependencies in the system. This also includes when and how to coordinate with clients, technical staff and the management team.

Strategic Impact

Errors in the work performed may result in the University / state college systems being detrimentally impacted/ disabled and certainly impacting the NeSIS implementation project. Errors can cause critical updates to be missed in the NeSIS management process. Business decisions may be made on data that is incorrect, or provided in a way that is misleading, hard to understand, or hard to obtain.

Know How

Excellent organizational skills, ability to work under pressure and stringent timelines, make sound priority judgments, and have the initiative to work independently as well as in a team setting is required. Effective written and oral (English) communication skills and meticulous attention to detail and accuracy are essential. Strong analytical, problem solving and multi-tasking skills required. Must be committed to provide a high level of customer service to clients. Awareness and an aptitude for Student Information Systems (SIS) and their business processes is essential. The ability to work effectively with all levels of management and functional users required. Strong time management skills and multi-tasking capabilities and the ability to work in a diversified team environment, required.

Technical Know How

Must have a strong technical implementation background with either package or custom application systems. Work experience and knowledge of PeopleSoft administration to include: general operating system installations, upgrades, patches, backups, performance and tuning, security for the operating system environment, and managing the hardware and peripheral devices associated with ERP systems and relational database concepts and principles is essential. Knowledge of PeopleSoft Portal and PeopleTools. Must have a strong grasp of system security.

Leadership

Share knowledge and expertise to mentor others when involved with cross training and knowledge transfer. Identify technical issues affecting the performance of the NeSIS technical team. Team members are expected to be able to manage individual projects, including two-way communication with the rest of the team. Individuals are also occasionally asked to represent the interests of the team on department-wide projects and by attending departmental, campus, and/or system-wide meetings. Able to assume a role of authority as necessary; advocate new ideas, even when risk is involved; set an example for coworkers; delegate responsibility and empower associates to make decisions; provide constructive feedback to others. Able to convince others in both positive and negative circumstances; use tact when expressing ideas or opinions; present new ideas to authority figures; adapt presentations suit a particular audience; respond to objections tactfully.

Interactions

Relationships with various entities both internal and external to the University are involved. The ability to establish credibility at all levels within the organization and build problem-solving partnerships with the multiple clients and colleagues is important.

Supervision

This position may exercise functional supervision over others and receives in-direct supervision from the NeSIS Technical Director. { *This is based on level of proficiency and years of service. }

Minimum Qualifications

Qualified applicants have a bachelor's degree in computer science, engineering,

management information systems or related field; equivalency considered. Five years of experience in PeopleSoft system administration. Experience with PeopleSoft Campus Solutions, preferred.

Candidates must be able to demonstrate analytical and organizational skills with strong critical thinking and problem solving abilities; to demonstrate skills in issue resolution, self-motivation, technical documentation, and proper planning.

Knowledge and experience with administrative systems in a college or university environment is desired.

Physical Requirements

1. **General Physical Requirements** Indicate the appropriate response for an eight hour day:

	Circle the appropriate number of hours									<i>Indicate intermittent or constant</i>	
	0	1	2	3	4	5	6	7	8	Intermittent	Constant
Sit	0	1	2	3	4	5	6	7	8	_____	X _____
Stand	0	1	2	3	4	5	6	7	8	_____	X _____
Walk	0	1	2	3	4	5	6	7	8	_____	X _____
Drive Motor Vehicle	0	1	2	3	4	5	6	7	8	_____	_____
Explain	_____										

2. THIS POSITION REQUIRES:

	Occasionally (less than 2 hrs daily)	Between 2 - 5 hrs daily	Over 5 hrs daily
Squatting	X	_____	_____
Bending	X	_____	_____
Kneeling	X	_____	_____
Reaching	X	_____	_____
➤ Overhead	X	_____	_____
➤ Forward	X	_____	_____
➤ Low	X	_____	_____
Twisting	NA	_____	_____
Crawling	NA	_____	_____
Climbing	X	_____	_____
➤ Ladder	NA	_____	_____
➤ Stairs	X	_____	_____
➤ Other	NA	_____	_____
Walking on rough ground	NA	_____	_____
Exposure to changes of temperature/humidity	X	_____	_____
Exposure to dust/fumes/gases/chemicals	X	_____	_____
Being near moving machinery	NA	_____	_____
Working from heights	NA	_____	_____

3. THIS POSITION REQUIRES EMPLOYEE TO:

	Indicate letter in appropriate Space:			
	LIFT=L Less than 2 hrs daily	CARRY=C Up to 2 hrs daily	PUSH=P Between 2-5 hrs daily	PULL-PL Over 5 hrs daily
11 - 24 lbs	X	_____	_____	_____
25 - 49 lbs	_____	_____	_____	_____
50 - 74 lbs	_____	_____	_____	_____
75 - 100 lbs	_____	_____	_____	_____
* Over 100 lbs	_____	_____	_____	_____

* If the position requires the employee to handle over 50 lbs - please explain

4. POSITION REQUIRES USE OF HANDS OR SPECIAL TOOLS/EQUIPMENT FOR:

RIGHT LEFT BOTH

Keyboarding _____ X
Filing _____
Other Explain: Computer Mouse

Job Family Zone Questionnaire

In Each Section, please select one answer that best describes your job:

Knowledge Skills and Abilities:

_____ Requires the ability to understand and apply basic job skills, knowledge of several work routines and the ability to apply such routines with minimal interpretation. May possess knowledge of other, related work activities within own functional area. May require the operation of routine equipment/tools. [1]

_____ Requires the ability to understand, interpret, apply and communicate information within a specialization and the ability to apply limited analysis in the completion of general functional procedures. May possess knowledge of work activities outside functional area. May require the operation of moderately complex equipment/tools. [2]

X Requires the ability to utilize advanced information within a specialization. Within specialization, possesses the ability to assess/ analyze situations and make adjustments to achieve desired objectives. Possesses knowledge of work activities outside functional area. May require the operation of complex equipment/tools. [3A]

_____ Requires the ability to apply, integrate and communicate extensive theoretical information within a recognized professional field. Facilitates and/ or establishes the achievement of functional area objectives. Requires knowledge of all related functional areas. May require the operation of highly complex equipment/tools. [3B]

_____ Integrates extensive theories and techniques within related or diverse disciplines to achieve results and/ or establish overall strategic directions. Requires wide-ranging administrative and/or specialized knowledge. May require the operation of highly complex equipment/tools. [4]

Problem Solving/Decision-making:

_____ Decisions/problem resolutions are repetitive and simple and typically guided by standard operating policies and procedures/practices exist. Tasks are clear and specific to a single discipline. [1]

_____ Decisions/problem resolutions require gathering/reviewing information from several sources. Simple analysis of facts determines course of action to be taken within the limits of standard operating policies and procedures/practices. Tasks are varied and may cross several disciplines. [2A]

X Decisions/problem resolutions require interpretation, discretion and judgment based on precedent or standard operating policies and procedures. Tasks are diversified and may require some creativity in dealing with unprecedented activities. [2B]

_____ Decisions/problem resolutions require synthesis/analysis in the use of theories and accepted principles. Programs/projects are governed by broad objectives, policies and/or theories. Requires the use of creativity in dealing with unprecedented activities. [3]

_____ Decisions/problem resolutions require analysis and evaluation of major issues and courses of action impacting the overall direction of the functional area(s). Applies broad concepts and experience in making important decisions. May develop recommendations influencing long-term policies related to major organizational plans. [4]

Interactions:

_____ Regular contact involves receiving and/or referring inquiries as well as giving or obtaining routine information relating to work being done. Requires the use of common business courtesy. [1]

_____ Regular contact that involves giving or obtaining information as well as occasionally exchanging advice and opinions. Requires the use of common business courtesy, tact, discretion and some persuasion to maintain cooperative associations. [2]

X Regular contact that involves exchanging advice and opinions as well as occasionally conveying conceptual ideas of a critical and/or long-range nature. Requires the use of judgment, timing, and persuasion to gain cooperation in the face of differences of opinion or controversy. [3]

Regular contact with major Programs/Teams or individuals. Overriding job requirement involves conveying conceptual ideas regarding matters of critical and long-range nature. Significant requirement for diplomacy, timing, and persuasion to gain concurrence or cooperation on operational issues in the face of significant differences of opinion or controversy. [4]

Supervision Received:

Supervised by procedures or by supervisor through periodic monitoring of progress and performance. May have latitude to determine sequence of own work tasks to meet clearly established schedules. [1]

Supervision by procedures or by supervisor through periodic monitoring of progress and performance. Determines sequence of own work tasks to meet established objectives. [2A]

General direction by supervisor by checking on completed tasks. Establishes own work schedule to achieve program objectives. Makes recommendations to superior regarding efficient functioning of program. [2B]

Responsible for conducting specialized assignments or developing programs under only general direction and guidance. [3]

Extensive latitude to work independently in matters that have a broad effect on overall policies, programs and/or areas of specialization. [4]

Supervision Exercised:

May provide incidental guidance to others. [1]

Provides functional supervision that is usually limited to assigning/reviewing work or may serve as work team leader. [2A]

Serves as work team leader. Distributes, schedules, and monitors the progress or work tasks of the program or project. May be involved in the recommendation of personnel actions to manager. [2B]

Supervises the work of a project or program that may include hiring, discipline, transfers, promotions, or salary changes within a functional area. May integrate work of two or more programs or one major function/or project. [3]

Establishes performance standards for designated programs and/or areas of specialization. Directs staff to include hiring, discipline, transfers, promotions, and salary changes. [4]

Impact:

Actions and decisions in this job are limited to the scope of the job, which primarily affect the immediate work group, but occasionally may extend beyond the immediate work group. Errors reflect unfavorably on the individual and may have an adverse impact on the functional area. [1]

Actions and decisions in this job have an impact which affects the immediate work group and also extends beyond the immediate functional area. Errors reflect unfavorably on the individual and the functional area. [2]

Actions and decisions in this job have discernible impact to the short-term performance of the Program/Team and exerts some impact to its long-term success. Errors reflect unfavorably on the individual, the functional area, overall business operations and potentially other functional areas. [3A]

Actions and decisions in this job have significant impact to the short-term performance of the Program/Team and exert an impact to its long-term success. The job exerts a considerable impact on decisions and final results typically affecting either an entire functional area or a major university activity; and may have unique accountability for financial and program or project objectives. Errors effect business operations, services and other individuals which may require special interventions to correct. [3B]

Actions and decisions in this job exert broad and continuing impact on the future of one or more functional areas. The job exerts a major impact on decisions and final results affecting a major university activity; and/or has accountability for financial and program/project objectives and overall successes. Errors significantly interrupt business operations, services and potentially both internal and external constituents. [4]

Summary:	Zone Assignment=
Authorization:	Name: _____ Date: _____

Human Resources

Supervisor:

Administrator: