University of Nebraska Central Administration
Job Description

General Information

Working Job Title: People Soft System Administrator	Job Family: IT	Job Family Zone: IT SPEC
Position Number:	Department Name: UNCSN	SAP Organization Unit Number: **50000333**
Employee's Name:	Date of Last Update: 7/2016	Title of Supervisor: NeSIS Assistant Director
SAP Personnel #:	Last Updated By: Cheri Polenske	Name of Supervisor: Cheri Polenske

Position Summary

This position, as part of a team, is responsible for technical support for maintenance, enhancements, system monitoring and performance tuning of the PeopleSoft Campus Solutions system and Student Data Warehouse system.
This position is with the University of Nebraska Computing Services Network (UN CSN) located in Lincoln, Nebraska.

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
People Soft System Administration: • 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. • Applying version upgrades and maintenance to the People Soft systems. • Provide technical PeopleSoft system support to the NeSIS staff. • Research, develop and provide technical assistance for People Soft components. • Sharing on call duties to include serving as initial contact for system issues.	70	*
People Soft System Support: On-going support for new People Soft components including, but not limited to Student Data Warehouse, LDAP, UPK, and other PeopleSoft associated components. Maintain System Security Practices.	25	*
Committed to support the overall goals of UNCSN and work to achieve customer satisfaction through the application of total quality management principles.	5	

Nature/Complexity of Work

The work is very complex by the fact that it supports seven campuses in two production instances. Any decision or change can affect all campuses of NeSIS. 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. Frequently under various sorts of constraints and stress. If the system goes down or malfunctions, must be able to quickly and correctly diagnose what is wrong and how to fix it. 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 system. 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

In addition to Minimum Qualifications this position requires the ability to work with multiple priorities, excellent organization skills, and competence in working as a member of a team demonstrating exceptional analytical and interpersonal skills. Functional knowledge and experience in creating and troubleshooting technology services that necessitate the understanding of the complex interactions among applications, databases, server operating systems, internet/network protocols, and client configurations is essential. Excellent verbal and written communications skills are required. Must be a fast, self-starter with the ability to work independently.

Technical Know How

Must have work experience and strong knowledge of PeopleSoft Campus Solutions 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 roles.

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 exercises no supervision over others and receives direct supervision* from the team lead. {*This is based on level of proficiency and years of service.}

Minimum Qualifications

Education: A Bachelor's degree or its foreign equivalent in Engineering, Computer Science or MIS related field and experience in software configuration and development. Experience with PeopleSoft Campus Solutions, preferred.

Work experience to include:

- 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.
- PeopleSoft general operating system installations, upgrades, patches, backups, performance and tuning, security for the operating system environment, and managing the hardware and peripheral devices preferred.
- Relational database concepts and principles preferred.
- Must have a strong grasp of system security roles preferred.
- Linux Experience preferred.
- SQL Experience preferred.

- Knowledge and experience with administrative systems in a college or university environment is desired.
- Knowledge of PeopleSoft Portal and PeopleTools is desired.

Physical Requirements

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

	Circle the appropriate number of hours	*Indicate intermittent or constant*	
		Intermittent	Constant
Sit	0 1 2 3 4 5 **6** 7 8	X	
Stand	0 **1** 2 3 4 5 6 7 8	X	
Mobility	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			
➤ Overhead	X		
➤ Forward	X		
➤ Low	X		
Twisting			
Crawling			
Climbing			
➤ Ladder			
➤ Stairs	X		
➤ Other			
Walking on rough ground			
Exposure to changes of temperature/humidity			
Exposure to dust/fumes/gases/chemicals			
Being near moving machinery			
Working from heights			

3. **THIS POSITION REQUIRES EMPLOYEE TO:**

Indicate letter in appropriate Space**:   LIFT=L   CARRY=C   PUSH=P   PULL-PL**

	Less than 2 hrs daily	Up to 2 hrs daily	Between 2-5 hrs daily	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: Mouse			

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]

__X__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]

__X__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]

__X__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: Human Resources	Name:	Date:
Supervisor:		

Administrator: