JOB POSTING
Banner Support Specialist
(Central Administration)

Summary of Responsibilities:
Reporting directly to the Vice President of Technology Services, the Banner Support Specialist provides College-wide functional support for supervisors and users of Ellucian Banner across all modules with best practices regarding setup and configuration as well as support of ongoing operations and reporting. The position, although college-wide, serves in areas for Bridging the Gap (BTG) grant implementation. This is a grant funded position which will end September, 2016.

Duties and Responsibilities:
1. **Reporting**: Design, create, and maintain procedures, scripts, reports and functions for Banner and related information systems to extract, manipulate, analyze, and report data to internal and external entities on routine and ad hoc basis. Manage data, prepare and maintain data files, verify data to ensure data integrity. Ensure timely reporting of student and other data to federal, regional, and other external organizations. Assist users in defining and creating reports; troubleshoot user problems guided by department goals and objectives.

2. **Training and Project Lead**: Provide support, assistance, and supplemental training to functional offices for Ellucian Banner core modules and self-service reporting. Lead multiple projects of small to medium size and technical breadth and exercise latitude and creativity in determining optimal approach to completing project objectives. Provide support and supplemental training to functional offices for applications such as Intellicheck, FormFusion, Blackboard, DegreeWorks, ARGOS, and future document imaging and in-house developed solutions.

3. **Banner Technical Team Responsibilities**: Maintain understanding of new Banner releases and provide supplemental training advice and information to technical and functional personnel within the College as needed. Assist the Banner Technical team with programming (packages, procedures, scripts, and SQL-PL/SQL routines). Develop, maintain and provide support for integrated enterprise systems including single sign-on. Document system configurations, reports, programs, and procedures and share this documentation as supplemental training for Banner Technical team members. Contribute to the development of New River policies, procedures, and data standards, and perform other duties as assigned by supervisor.

**TRAVEL required on a regular and recurring basis for conferences, BTG meetings, travel between campuses, and other College related matters.**

Education:
Bachelor’s Degree in computer science or closely related field is required.
Experience:
Minimum of two (2) years experience with the following is required:
- Full-time equivalent higher education experience providing Banner support.
- Experience delivering instruction as the trainer, preferably at the college level and with adult students.
- Expertise with computer programming required (preferably with C and Java languages).
- Experience with ORACLE based products and knowledge of SQL and PL/SQL.
- Experience with Linux or UNIX and Windows operating systems.
- Experience with Ellucian Banner ERP and Argos.
- Knowledge of LDAP, Ellucian BEIS, and Ellucian Workflow.

An equivalent combination of education and recent, related experience may be acceptable.

Required Skills, Knowledge and Abilities:
- Ability to work with users who are not technically skilled.
- Commitment to the mission of the comprehensive community college.
- Demonstrated organizational and interpersonal skills with a strong customer service orientation and the ability to work with a diverse multi-cultural community of people in a collegiate environment.
- Expertise with a variety of instructional software applications, distance learning technologies, telephony, and networking.
- Experience in developing and providing training.
- Excellent communication and interpersonal skills.
- Strong team building skills.
- Highly attentive to detailed work and the highest quality of service.

Classification/Compensation:
This non-classified, grant funded position serves at the will and pleasure of the College President. Compensation will be commensurate with experience and education. The grant funded position ends September, 2016.

Candidates must successfully complete a background screening post-offer of employment.

Applications:
Only applicants who have submitted all required completed documents and who meet minimum qualifications will be considered. Candidates must submit the following material: Cover letter specifying position of interest, employment application (found at www.newriver.edu), and a copy of transcripts to the address below. For full consideration, application materials must be received by September 21, 2015 at 4:00 p.m. Position is open until filled. All positions are subject to funding availability. AA/EOE/ADA

PREFERRED METHOD: Email: hr@newriver.edu
OR
New River Community and Technical College
Office of Human Resources
280 University Drive
Beaver, WV 25813