**Analyst Programmer**

**Please see Special Instructions for more details.**

To ensure full consideration, applications must be received by April 12, 2018. Applications will continue to be accepted after the full consideration date, until a sufficient applicant pool has been achieved or the position is filled. The closing date is subject to change without notice to applicants. Applications will be reviewed based on the information submitted on the employment profile with education and work history along with any other requested documentation i.e. posting specific question responses, transcripts, etc. **Your profile MUST clearly show how you meet the minimum/required qualifications for the position.** Resumes are NOT accepted at the application stage for classified staff positions. Typically, the starting salary is at the lower end of the salary range. The anticipated starting salary will be $50,880- $65,000. For additional information please contact: Laura Shimabuku at Laura.Shimabuku@oregonstate.edu OSU commits to inclusive excellence by advancing equity and diversity in all that we do. We are an Affirmative Action/Equal Opportunity employer, and particularly encourage applications from members of historically underrepresented racial/ethnic groups, women, individuals with disabilities, veterans, LGBTQ community members, and others who demonstrate the ability to help us achieve our vision of a diverse and inclusive community. This position is designated as a critical or security-sensitive position; therefore, the incumbent must successfully complete a Criminal History Check and be determined to be position qualified as per OSU Standard 576-055-0000 et seq. Incumbents are required to self-report convictions and those in Youth Programs may have additional Criminal History Checks every 24 months. Offers of employment are contingent upon meeting all minimum qualifications including the Criminal History Check Requirement.

**Position Details**

**Position Information**

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| **Department** | Enrollment Mgmt InfoTech (XEM) |
| **Classification Title** | Analyst Programmer |
| **Job Title** | Analyst Programmer |
| **Appointment Type** | Classified Staff |
| **Job Location** | Corvallis |
| **Position Appointment Percent** | 100 |
| **Appointment Basis** | 12 |
| **Pay Method** | Salary |
| **Min Salary** | $3275 |
| **Max Salary** | $8769 |
| **Employment Category** | Regular |
| **Position Summary** | This recruitment will be used to fill one full-time Analyst Programmer, competency level 2, position for the Office of Enrollment Management Information Technology at Oregon State University (OSU).  The mission of Enrollment Management is setting and fulfilling enrollment goals, recruiting, retaining, providing access and caring for students throughout their college career. The overall mission of the Honors College is to provide an innovative, enriched learning experience and a small college atmosphere to motivated, capable undergraduates, integrating students from all academic colleges and departments into a cohesive community.  This position serves as a member of the Enrollment Management IT staff which provides varying levels of support to the following departments: Admissions Office, Honors College, Office of Financial Aid, Office of Scholarships, Degree Partnership Programs, Office of the Associate Provost for Enrollment Management, and Pre-College Programs.  This position will serve as part of the Salesforce and Marketing Cloud team for Enrollment Management. This position provides expertise in the development, validation, testing, usage, and optimization of business-critical technical systems and processes.  Responsible for resolving non-routine problems as they arise, serving as a resource to stakeholders across campus. Helps to translate technical information to non-technical people, and provide training when the need arises.  Positions in the class of Analyst Programmer are primarily responsible at varying levels for the analysis, design, modification, testing, installation and maintenance of application programs, integrated systems, or software solutions including databases to meet user and organizational information needs at the system-wide, campus-wide, or individual unit level. |
| **Position Duties** | **35% Systems Administration:** Maintain configurations and content in Salesforce and Marketing Cloud forms and interfaces to correct defects, accommodate the changing needs of the business, or comply with legal/regulatory responsibilities of the institution. Perform ongoing updates to Enrollment Management forms and interfaces as required by the Shared Org instance or the Salesforce environment in general. Administer and report on data, security, groups, objects, and applications as needed. Manage and organize the development library. Monitor usage or space for licensing requirements. Participate in campus-wide Salesforce programmers/administrators meetings. Maintain knowledge of current Salesforce technologies.  Assist with development of population selections, watch lists, alerts, business rules and other components required to administer the Marketing Cloud. Provide technical assistance for end users with development of the various components used in Marketing Cloud. Assist with journey development and management. Work with communication managers and customer service staff to develop, implement and test journeys and their components. Assist with monitoring status, errors and logs related to various communications, and respond to issues that impact the operation of the production system.  **35% Systems Development:** Design and develop custom applications and integrations in Force.com, using the configuration capabilities inherent to Force.com and supplemented with supported technologies such as Apex and Visual Force as needed to meet the desired outcome. Consult with users in deployment of system modifications to determine appropriate action.  **10% End User Support:** Communicate with team members and clients who have varying technical abilities and illustrate an ability to understand customer requirements and translate them into a technical reality that is extendable and maintainable. Assist end users in various stakeholder units in troubleshooting system issues. Assist end users in developing and understanding of system processes to ensure that they continue to meet their needs and maintain compliance with Federal, State, & Institutional rules and regulations. Responsible for resolving help request tickets submitted by various stakeholder units. Provide excellent customer service in working with stakeholders.  **10%: Documentation of Technical Processes:** Develop & maintain technical process documentation for various customer units. Create and maintain both Standard Operating Procedures and Policy and Procedure manuals for technical processes. Explore available and emerging technologies for the delivery & maintenance of documentation manuals.  **5% Shared Use Org Participation:** Assist other members of the Salesforce Shared Use Org development team with hands on expert level assistance in technical areas related to the Salesforce environment, including participation in code reviews for on-going projects to ensure high quality coding practices.  **5% Other Duties as Assigned:** |
| **Minimum Qualifications** | This classification requires a basic foundation of knowledge and skills in systems analysis and related programming support functions generally obtained by a bachelor’s degree in computer science, or an equivalent amount of training and applied experience. |
| **Additional Required Qualifications** | The employee needs to be knowledgeable in structured coding techniques, Oracle RDBMS, SQL, MS-Windows, and Ellucian Banner to satisfactorily perform in this job.  Experience in building applications using Force.com configuration techniques, Visual Workflow, Apex Classes/Controllers/Triggers, Visualforce, SOQL, SOSL HTML, CSS, XML, Jquery, JSON, SQL.  This position is designated as a critical or security-sensitive position; therefore, the incumbent must successfully complete a criminal history check and be determined to be position qualified as per OSU Standard 576-055-0000 et seq. Incumbents are required to self-report convictions and those in youth programs may have additional criminal history checks every 24 months. |
| **Preferred (Special) Qualifications** | Admin level experience in Salesforce and/or Marketing Cloud  Demonstrated familiarity with Apex programming concepts including core design patterns, limits and bulk patterns, efficient and reliable trigger handling, asynchronous operations and effective unit testing.  Demonstrated ability to take business requirements and use to formulate technical design.  Demonstrated experience in Salesforce.com administrative configuration.  Good understanding of application architecture principles, protocols and practices, including data structures, data modeling, and data security.  Experienced knowledge of Object Oriented Analysis and Design, database design and Software Development Lifecycle.  Strong oral and written communication skills.  Ability to work independently and as part of a team.  Advanced experience in Microsoft Office applications, Google Apps, and Sharepoint  Commitment to exceptional customer service.  Accurate, consistent attention to detail Familiarity with evolving technologies Superb analytical abilities  A demonstrable commitment to promoting and enhancing diversity |
| **Working Conditions / Work Schedule** |  |
| **This position is deemed essential and the incumbent may be expected to report to work during inclement weather, emergency and other University work curtailments or closures.** | No |
| **This position requires a clear and unambiguous commitment to compliance of all National Collegiate Athletic Association (NCAA) regulations for Division I (FBS) universities.** | No |

**Posting Detail Information**

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| **Posting Number** | P01456CT |
| **Number of Vacancies** | 1 |
| **Anticipated Appointment Begin Date** | 05/07/2018 |
| **Anticipated Appointment End Date** |  |
| **Posting Date** | 03/22/2018 |
| **Full Consideration Date** | 04/12/2018 |
| **Closing Date** | 04/19/2018 |
| **Indicate how you intend to recruit for this search** | Competitive / External - open to ALL qualified applicants |
| **Special Instructions to Applicants** | To ensure full consideration, applications must be received by April 12, 2018. Applications will continue to be accepted after the full consideration date, until a sufficient applicant pool has been achieved or the position is filled. The closing date is subject to change without notice to applicants.  Applications will be reviewed based on the information submitted on the employment profile with education and work history along with any other requested documentation i.e. posting specific question responses, transcripts, etc. **Your profile MUST clearly show how you meet the minimum/required qualifications for the position.** Resumes are NOT accepted at the application stage for classified staff positions.  Typically, the starting salary is at the lower end of the salary range.  The anticipated starting salary will be $50,880- $65,000.  For additional information please contact: Laura Shimabuku at Laura.Shimabuku@oregonstate.edu  OSU commits to inclusive excellence by advancing equity and diversity in all that we do. We are an Affirmative Action/Equal Opportunity employer, and particularly encourage applications from members of historically underrepresented racial/ethnic groups, women, individuals with disabilities, veterans, LGBTQ community members, and others who demonstrate the ability to help us achieve our vision of a diverse and inclusive community.  This position is designated as a critical or security-sensitive position; therefore, the incumbent must successfully complete a Criminal History Check and be determined to be position qualified as per OSU Standard 576-055-0000 et seq. Incumbents are required to self-report convictions and those in Youth Programs may have additional Criminal History Checks every 24 months. Offers of employment are contingent upon meeting all minimum qualifications including the Criminal History Check Requirement. |

**Supplemental Questions**

Required fields are indicated with an asterisk (\*).

**Documents Needed to Apply**

**Required Documents**

**Optional Documents**