**Analyst Programmer/Web Developer**

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

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. Please answer the supplemental questions as thoroughly and completely as possible. Typically, the starting salary is at the lower end of the salary range. For additional information please contact: Danielle Franklin, danielle.franklin@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**

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| Position Information | | |
| **Department** | | Extended Campus (DEC) |
| **Classification Title** | | Analyst Programmer |
| **Job Title** | | Analyst Programmer/Web Developer |
| **Appointment Type** | | Classified Staff |
| **Job Location** | | Corvallis |
| **Position Appointment Percent** | | 100 |
| **Appointment Basis** | | 12 |
| **Pay Method** | | Salary |
| **Min Salary** | | $4282 |
| **Max Salary** | | $7948 |
| **Employment Category** | | Regular |
| **Position Summary** | | This recruitment will be used to fill one full-time Web Developer/Analyst Programmer, competency level 2, position for Ecampus at Oregon State University (OSU).  Oregon State University Ecampus is a fast-growing, innovative organization with a commitment to providing access to OSU’sonline and hybrid programs of excellence. The developer/analyst is a member of the web/IT team that serves as part of the Marketing and Enrollment Services unit within the division. This position reports to the Assistant Director of Web and IT.  The developer/analystwill collaboratively design, develop, test, implement, and maintain web applications. This position is also responsible for shared administration and development in our customer relationship management (CRM) platform, which serves as the primary communication tool with prospective and current Ecampus students. The developer/analyst will complete Salesforce training as needed, and become a member of the OSU Salesforce development community. This position will also work closely with the Ecampus marketing, enrollment services, and student success teams to help analyze web traffic, digital marketing campaigns, and CRM student data by generating reports/dashboards.  Among CRM administration duties, this position will collaboratively develop the logic of Ecampus communication plans/journeys throughout student lifecycles, as well as build email marketing campaigns, and will be responsible for the associated data structure, web forms, data and reports. The developer/analyst may be responsible for implementing developed solutions and/or developing custom applications using Force.com. The position may also assist in the integration of Salesforce with other university-supported systems (hosted locally and/or in the cloud), particularly Banner SIS, Banner Data Warehouse, and Canvas LMS.  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. OSU values diversity and inclusion in the organization and audiences we serve. All team members are expected to exhibit respect, value differing perceptions and worldviews, and encourage diversity and inclusion. |
| **Position Duties** | | 30% – Systems Administration  Collaborate with colleagues, stakeholders, and users to asses, define, and document needs and requirements of using Salesforce to meet our organization’s CRM needs. Execute plans as outlined to meet business needs.  Provide administration for Salesforce and related systems. Participate in campus-wide Salesforce administrators/programmers meetings. Maintain knowledge of current Salesforce technologies.  Collaboratively administer Salesforce Marketing Cloud. Assist with the development, implementation, testing, and management of communication plans/journeys and their components. Support Ecampus marketing, enrollment services and student success teams with email campaigns. Assist with monitoring status, errors and logs related to various communications.  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. Manage Ecampus forms and interfaces as required by OSU’s Shared Use Org instance or the Salesforce environment in general. Administer and report on data, security, groups, objects, and applications as needed.  25% – Systems Development  Collaboratively design, develop, test, implement, and maintain custom web applications (PHP, MySQL, JavaScript, etc.) to meet user specifications and fulfill marketing, enrollment services, and student success needs.  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 Visualforce as needed to meet the desired outcome. Consult with users in deployment of system modifications to determine appropriate action.  Assist with development of components and processes required to administer Salesforce. Provide technical assistance for users of those components, and assure data quality.  Perform Salesforce object-oriented development with Apex (similar to Java, Ruby, C#, C++, .Net).  Employ standard project management protocol: assess needs, design, develop, test, implement, document, evaluate and maintain web applications/databases.  20% – Data Analysis and Reporting  Manage, optimize, and present web analytics data, reporting on key metrics and performance indicators.  Perform search engine optimization activities, including keyword research and link checking; collaboratively manage website performance; monitor website indexing status and optimize visibility via Google Search Console.  Design appropriate data visualizations, dashboards, and reports that provide actionable insight for marketing and student success campaigns.  Analyze and quality-check data; uncover trends and correlations impacting the effectiveness of digital marketing efforts.  Collaborate with Ecampus staff to develop and deliver both regular and ad-hoc reports and dashboards, leveraging a number of internal and external data sources, to help drive decision-making.  15% – End User Support, Documentation and Training  Communicate with Ecampus team members and clients who have varying technical skills and illustrate an ability to understand customer requirements and translate them into a technical reality that is extendable and maintainable. Assist staff in troubleshooting issues in Salesforce and related systems via face-to-face, phone, email, or online communication tools.  Support end users in developing and understanding system processes to ensure that they continue to meet business needs and maintain compliance with federal, state, and institutional rules and regulations. Responsible for resolving requests submitted by various stakeholder units. Provide excellent customer service in working with stakeholders.  Develop and maintain technical process documentation and trainings for various customer units.  Create and maintain documentation of Salesforce design, workflows, and data integrations, including well-commented code.  Design and conduct tests of Salesforce systems and processes to ensure usability, accessibility, data integrity, and data quality requirements are met.  5% – Salesforce Community Participation  Support other members of the OSU Salesforce development community with hands-on expert-level assistance in technical areas related to the Salesforce environment; help onboard and train new developers; participate in code reviews for ongoing projects to ensure high-quality coding practices; participate in regular Shared Use Org permissions reviews.  5% – Professional Development, Service and Leadership  Participate in professional development opportunities that are appropriate for this assignment.  Provide service to OSU by working on unit, division, university, regional or national committees and projects. |
| **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** | | Demonstrated interpersonal skills in working with users to effectively assess project requirements and communicate technical solutions.  Development experience with HTML, CSS, PHP, MySQL, and/or JavaScript.  Strong written and verbal communication skills.  Demonstrated ability to work effectively in a team.  Experience performing complex tasks and managing projects.  Demonstrable commitment to promoting and enhancing diversity.  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** | | Experience with APIs, database design, database integration, programming, clean/readable code, documentation, iterative development, web-based technologies, and data security.  Understanding of object-oriented concepts and design patterns, as well as experience with object-oriented languages (e.g., Java, Ruby, C#, C++, .Net).  Experience using web content management systems (CMS), project management/collaboration software (e.g., Basecamp, Asana, Slack), and version control systems (e.g., Git, GitHub, Subversion).  Experience with higher education enterprise software, such as Banner by Ellucian student information system (SIS), Banner Enterprise Data Warehouse, and/or Canvas learning management system (LMS).  Experience creating performance dashboards/reports using effective data visualization.  Experience with Google Analytics, Google AdWords, Facebook Insights and/or Twitter Analytics.  Experience in synthesizing complex data associated with digital/web marketing into insights that can be used to improve marketing efforts.  Experience as an administrator in Salesforce or similar CRM/marketing automation platform.  Demonstrated familiarity with Salesforce’s Apex programming concepts, including core design, patterns, limits and bulk patterns, efficient and reliable trigger handling, asynchronous operations and effective unit testing.  Experience in building applications using Force.com configuration techniques, Visual Workflow, Apex Classes/Controllers/Triggers, Visualforce, SOQL, SOSL HTML, CSS, AMPScript, jQuery, XML, JSON, SQL. |
| **Working Conditions / Work Schedule** | | Regular office conditions and hours M-F 8-5. Occasional after hours work may be needed for code deployments and fixes. |
| **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 | | |
| **Posting Number** | P01845CT | |
| **Number of Vacancies** | 1 | |
| **Anticipated Appointment Begin Date** | 01/02/2019 | |
| **Anticipated Appointment End Date** |  | |
| **Posting Date** | 11/07/2018 | |
| **Full Consideration Date** |  | |
| **Closing Date** | 11/28/2018 | |
| **Indicate how you intend to recruit for this search** | Competitive / External - open to ALL qualified applicants | |
| **Special Instructions 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.  Please answer the supplemental questions as thoroughly and completely as possible.  Typically, the starting salary is at the lower end of the salary range.  For additional information please contact: Danielle Franklin, danielle.franklin@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 (\*).

1. \* Describe a way you have used data analysis to improve a process in your work. (Suggested length: Less than 500 words.)

(Open Ended Question)

1. \* Discuss your view of how higher education institutions can use a CRM to enhance student recruitment and student success. (Suggested length: Less than 500 words.)

(Open Ended Question)

**Documents Needed to Apply**

**Required Documents**

**Optional Documents**