Job: Oracle Application Support Analyst - Richmond VA

Location:- 100% Remote
Position:- Senior-level Sitecore developer

Must have 7+ years of Sitecore, including Analytics. This role can be 100% remote (US based).

Senior-level Sitecore developer with extensive experience developing and customizing analytics (in Sitecore).ON-SITE Required: At the Managers discretion.

Duration: 6-12 months with an option to extend
Parking is available for contractors on campus.

ABOUT THE ROLE

The Applications Support Specialist position will provide technical support for the University's Third-party systems as well as the ERP (Banner) system as needed.   This position will serve as the system support contact for KRONOS, Adirondack, Blackboard, Atrium, EMS, Rave & other Apps that are not a part of the ERP (Banner System).

The person will work with stakeholders and vendors to troubleshoot and resolve any issues. They will also ensure that the applications are up to date and has any upgrades that are needed as stated by the IT policies. The job may entail extracting data from the various systems to create custom reports for customers and input feeds to local systems. Work with the department staff and faculty to design, develop, and deploy process improvements. Define system scope/objectives; determine the extent of programming/coding required; establish estimates for completing projects and implement solutions to problems.

Prepare detailed technical specifications. Review, analyze, create detailed technical specifications, instructs, direct, and review the work of project team members to ensure compliance with standards/specifications. Review use cases and other technical documents with IT project staff to include complete business requirements in the technical planning documents. Develop practical reporting tools for the business departments. Analyze the business department's activities and trends.

This position is responsible for conducting business process analyses of the various VSU departments to understand their policies and procedures. Understand university and college data and data schemas and continually assess and improve data quality and workflow. Maintain regular contact with university administration, faculty, and staff; develops a positive client relationship. Participate in, or provide consultation to committees, user groups, or special IT seminars that support the university's administrative applications. Monitor and participate in new programming installations and upgrades to existing applications according to tasks outlined within each project plan.

Assist with the adaptation of and upgrades to database server software. Assist in duties assigned by the Director of Application Services as well as the Sr. Applications Support Specialist. ds and compare the analysis against the services, standards, and best practices to make recommendations.

Experience leveraging Sitecore Analytics capabilities in order to develop the best solutions available. We will be working with the business and performing analysis and estimations.