POSITION: Systems Analyst - Advancement and Recruitment  
APPLY BY: July 19, 2020  
HIRE DATE: August 24, 2020  
DIVISION: Information Technology Services  
REPORTS TO: Director of Enterprise Applications  
CLASSIFICATION: Non-Exempt/Hourly  
POSTING DATE: July 2, 2020

SUMMARY
Southwest Tech is embarking on a multi-year college-wide Enterprise Resource Planning (ERP) software implementation in order to deliver a world-class experience to its prospective and current students, staff, faculty, and alumni. The Systems Analyst (SA) will play a key role throughout the project, and will also have an important ongoing role after implementation is complete. The SA will work in close collaboration with the department heads of the Advancement (Foundation, alumni, business relations, industry training, housing) and Recruitment (marketing to prospective students) functional areas. Although the SA reports to the ITS Director of Enterprise Applications, their work is mostly embedded within the departments they serve. This position primarily supports the Customer Relationship Management (CRM) functions serving Advancement and Recruitment. However, cross-training will enable the SA to understand the overall architecture of the highly integrated system, enabling support of other departments on occasion.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE
- Collaborate closely with department heads to ensure that best practice business process changes in the functional areas are fully understood and supported with the interest of providing improved services to students and creating greater operational efficiency.
- Troubleshoot and analyze applications on a daily basis to modify and improve application systems to ensure stable and consistent production.
- Research, analyze and test software updates to determine impact on existing business processes.
- Lead the creation and implementation of reports and analytics dashboards as required by staff.
- Support departmental staff to make a smooth transition from existing systems, applications, and processes to new tools and processes.
- Provide training in the use and upkeep of applications and technologies in order to derive maximum value from the ERP system.
- By using workflow and other ERP tools, configure solutions to improve the automation of business processes.

TRAINING, EXPERIENCE AND SKILLS
- Associate Degree in Information Technology or related field required, bachelors preferred.
- 3-5 years’ experience as a Systems Analyst supporting higher education.
- Prior experience with CRM software.
- Excellent research, analytical, project management, critical thinking, decision making and problem solving skills.
- Excellent verbal and written communication skills, and strong interpersonal and presentation skills.
- Ability to learn quickly and work in a fast paced environment.
- Ability to interact effectively with management, business users, and other team members.
- Ability to multitask, maintain an organized work environment, and be a team player and self-starter.
- Experience documenting business and system requirements, processes, and workflows.
- Experience with planning and execution of testing efforts including, development of test cases, coordination between technical and business resources, and documentation on testing results.
- Knowledge and experience with Agile software development methodology preferred.
KNOLEDGE
- Microsoft Office
- Microsoft Power BI, SSRS, Management Reporter, Office 365, Visio preferred
- Campus Management CampusNexus / Engage a plus

REMOTE/VIRTUAL WORK OPTION
The ideal candidate will work on the main Southwest Tech campus in Fennimore, Wisconsin, although a remote/virtual work arrangement is an option that may be discussed. If a remote option is approved, the candidate will establish an appropriate work environment with reliable internet service. Frequency and duration of travel required to Fennimore will be at employee’s expense and will be determined upon hire. In either scenario, the successful candidate will be provided with a Southwest Tech laptop and related software.

PHYSICAL REQUIREMENTS
Position requires: stooping, reaching, standing, walking, talking, hearing, seeing and lifting.

APPLICATIONS
Internal and External applicants complete and submit the online employment application at www.swtc.edu/jobsatswtc.

For questions regarding the application process please email Human Resources at humanresources@swtc.edu or 608.822.2314.

SALARY BAND: C42 Hourly- $23.46 - $32.84

BENEFITS/SERVICES
Our comprehensive benefit package includes the following and much more:
- Health Insurance
- Dental Insurance
- Life Insurance
- Long-Term Disability
- Health Savings Account
- Health Club Access
- Wisconsin Retirement System Contribution
- On-campus day care (hourly rate charged)

SELECTION PROCESS
The Review Committee will screen applicants and contact them for an interview. Meeting the minimum qualifications does not assure the candidate an interview. Final candidate’s employment offer will be subject to completion of background check and pre-employment drug screening.

Southwest Tech does not discriminate on the basis of race, color, national origin, sex, disability, age, gender identity, religion or sexual orientation in its programs and activities. The Equal Opportunity/Affirmative Action Officer has been designated to handle inquiries regarding non-discrimination policies. Call 800-362-3322, Ext. 2315 (TDD: 608-822-2072) or write Southwest Tech, 1800 Bronson Blvd., Fennimore, WI 53809.