Heritage University

JOB DESCRIPTION

TITLE: **Applications Administrator**

DEPT: Information Technology

REPORTS TO: Director of Information Technology

FLSA: Exempt

SALARY: $68,000 - $78,500

POSITION SUMMARY:
The Applications Administrator position is responsible for the support, maintenance, implementation, and integration of application systems including the Student Learning Management System, Student Information System, Microsoft 365 administration, and other software. This position will exercise independent judgment to select the proper course of action and follow industry standards and best practices to resolve technical matters.

The position is also responsible for all elements involved in the research, recommendation, managing and troubleshooting complex applications, systems, and reports within the environment of an institution of higher education.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Represents Heritage University in the most positive manner and upholds the Heritage University Mission Statement.

2. Participates in designing, planning, testing and implementation of the learning management system and the student information system. Provide tier 2 support for LMS issues.

3. Leads and performs application updates, upgrades and patches. Communicates with key stake holders about the timeline and progress.

4. Administers the Microsoft 365 cloud workloads including SharePoint, OneDrive, Teams, Purview Compliance, Entra, Endpoint Manager, Intune, and Security.

5. Provide application support for Jenzabar LMS, Jenzabar Recruitment Manager, Jenzabar SIS, PowerFaids, Panopto, JotForm, Rave Alerts, UMRA, Track-IT, Alma, Courseval, Google analytics, Zoom, Microsoft 365 services, and others as assigned.

6. Collaborate with peers and IT Director to ensure proper integration of the applications utilizing industry standards and best practice.

7. Work closely with vendors to troubleshoot problems.

8. Maintains application documentation. Attends training sessions and keeps up to date with application features and releases.

9. Build forms in JotForm, JRM and formstack and assist with process automation.

OTHER DUTIES AND RESPONSIBILITIES:

Performs other functions as necessary or as assigned.

EDUCATION & EXPERIENCE REQUIREMENTS

- Experience with application support, setup, and maintenance; Microsoft 365 administration; web-based applications support; supporting and implementing enterprise-based applications.
- Experience with Jenzabar or other higher education Learning Management Software is highly desirable.
- Baccalaureate degree from a four-year college or university in computer science or related field is preferred.

KNOWLEDGE, SKILLS AND ABILITIES DESIRED:

- Technologies Used: API's, PowerShell, SQL, SSRS, ASP.NET, VBScript, IIS, InfoMaker, PowerBuilder.
- Strong technical background as an applications administrator on enterprise-based applications
- In-depth experience with software management in a mission critical high availability environment
- Demonstrated proficiency in application installation, setup, configuration and detail-oriented troubleshooting
- Fluent in the administration of Microsoft 365 cloud workloads
- Strong Written and oral skills; the ability to communicate technical issues to any audience in an understandable and digestible manner
- Able to develop and maintain professional relationships with employees and peers
- Excellent time management, organization, and documentation skills with the ability to multi-task in a fast-paced structured environment

PHYSICAL DEMANDS

Work involves walking, talking, hearing, using hands to handle, feel or operate objects, small tools, or controls, and reaching with hands and arms and the ability use of computer keyboard and mouse for long durations. Vision abilities required by this job include close vision, the ability to utilize and read from a desktop computer monitor for long periods. The employee may be required to push, pull, lift, and/or carry up to 50 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

APPLICATION INFORMATION AND DEADLINE: Applications should include the following:
• Cover letter (please address all position qualifications – required and preferred)
• Resume
• List of References (names, email addresses & phone numbers of 3-5 current professional references)
• HU Employment Application   LINK: Employment Application

Review of applications will begin immediately and will continue until the position is filled.

Qualified candidates may submit application material to: HumanResources@heritage.edu or Heritage University Office of Human Resources 3240 Fort Road Toppenish, WA 98948

Heritage University is an equal opportunity/equal access/affirmative action employer fully committed to achieving a diverse workforce and complies with all Federal and State laws, regulations, and executive orders regarding non-discrimination and affirmative action.