



**POSITION TITLE: Programmer Analyst**

**Job Code: 11415**

**POSITION DESCRIPTION:**

This position will involve assistance in managing the following software applications: aXs Information; Banner Forms, Banner Web, and Banner Access Management; Blackboard Ultra; Ellucian Experience; eRetrieve Security and Softdocs Electronic Forms; Office 365 Student Email; Salesforce Applications including TargetX, Engage, Appointments, and Retention; Software Implementation for upcoming projects such as Handshake and Regroup; and the use of Structured Query Language (SQL).

- Analyzes customer data requirements
- Designs, codes, tests, modifies, and debugs software, electronic forms, and workflows
- Assesses users' training needs, provides guidance, training, and technical assistance
- Initiates and maintains customer support for computer software and application services to include functional issues and troubleshooting software
- Generates regular and ad hoc reports using databases
- Creates a procedural manual for internal staff and ensures upkeep of reference materials and manuals
- Acts as a resource within assigned areas of expertise, facilitating communication and collaboration between stakeholders to identify and implement solutions to complex problems
- Manages both standard and unique data inquiries and maintains the validation tables in the Student Information Database
- Other duties as assigned

**COMPETENCIES:**

- Skill in using relevant computer software
- Ability to read and comprehend complex technical documents
- Knowledge of departments' operating procedures
- Decision-making and problem-solving skills
- Oral and written communication skills
- Ability to provide technical support and assistance with hardware and/or software
- Ability to research and design queries and reports
- Ability to work effectively with minimal supervision and to manage multiple assignments
- Knowledge of information security practices and technology
- Skill in the training of personnel

**MINIMUM QUALIFICATIONS:**

- Associates degree \*and\* three (3) years of work-related experience
- *Note: Experience may substitute for the degree on a year-for-year basis*

**PREFERRED QUALIFICATIONS:**

- Bachelor's degree \*and\* Two (2) years of work-related experience
- Experience working with software applications listed in position description

**SALARY/BENEFITS:**

Commensurate with qualifications. Benefits include paid state holidays, annual and sick leave, retirement



options, and the State of Georgia Flexible Benefits package.

**APPLICATION DEADLINE:**

Open Until Filled

**TO APPLY:**

Please submit an online application using the OTC online job center website. All positions require a pre-employment criminal background investigation, education, and employer/professional reference checks. Some positions may additionally require a motor vehicle record search, credit history check, and/or drug screen. All male applicants between the ages of 18 and 26 years of age must present proof of Selective Service Registration. Copies of all transcripts should be submitted at the time of application for faculty positions. Official transcripts are required to be submitted to HR upon acceptance of a written job offer. For more information, please contact the Executive Director for Human Resources at 912.871.1801 or [employment@ogeecheetech.edu](mailto:employment@ogeecheetech.edu).

*Equal opportunity and decisions based on merit are fundamental values of the Technical College System of Georgia (TCSG). The TCSG State Board prohibits discrimination on the basis of an individual's age, color, disability, genetic information, national origin, race, religion, sex, or veteran status ("protected status"). No individual shall be excluded from participation in, denied the benefits of, or otherwise subjected to unlawful discrimination, harassment, or retaliation under, any TCSG program or activity because of the individual's protected status; nor shall any individual be given preferential treatment because of the individual's protected status, except the preferential treatment may be given on the basis of veteran status when appropriate under federal or state law.*

*Ogeechee Technical College is an equal opportunity employer. All employment processes and decisions, including but not limited to hiring, promotion, and tenure shall be free of ideological tests, affirmations, and oaths, including diversity statements. The basis and determining factor for such decisions should be that the individual possesses the requisite knowledge, skills, and abilities associated with the role, and is believed to have the ability to successfully perform the essential functions, responsibilities, and duties associated with the position for which the person is being considered. At the core of any such decision is ensuring the institution's ability to achieve its mission and strategic priorities in support of student success.*

*The following person(s) have been designated to manage inquiries regarding the nondiscrimination policies:*

- *Christy Rikard, Vice President for Student Affairs, Ogeechee Technical College, One Joseph E. Kennedy Blvd., Office 198C, Joseph E. Kennedy Building, Statesboro, GA 30458, 912.486.7607, [crikard@ogeecheetech.edu](mailto:crikard@ogeecheetech.edu)*
- *Sabrina Burns, ADA/Section 504 Coordinator, Ogeechee Technical College, One Joseph E. Kennedy Blvd., Office 711, Assessment Center, Statesboro, GA 30458, 912.486.7211, [sburns@ogeecheetech.edu](mailto:sburns@ogeecheetech.edu)*