



Software Support Analyst - DegreeWorks – Position Announcement

Date August 25, 2017
Position Title Software Support Analyst - DegreeWorks
Classification Non-classified, full time benefits eligible position

As a Software Support Analyst – DegreeWorks, you will be responsible for working with our team of professionals and clients to meet their academic advisement, student retention, and operational planning needs. In addition, you must be highly organized and articulate, and possess the ability to disseminate information in a manner that engages your audience, allowing them to effectively apply their training in the rapid use and deployment of the software. You will be expected to quickly gain a working knowledge of Ellucian DegreeWorks (degree audit reporting system), Banner Student, and DegreeWorks add-on products for example, TreQ in order to meet WVNET’s client base.

Duties include but not limited to: providing customer service, training, consulting and technical support in areas related to the Ellucian DegreeWorks product and the Banner Student Module for our WVNET member campuses using the Ellucian DegreeWorks product; understanding the business problems faced by the offices using the Degree Works product and translating those needs into opportunities for services to improve user satisfaction and promote efficiencies and best practices; developing best practice models; providing technical support/training related to Ellucian Student applications to WVNET members.

Core Functions:

- Become a subject matter expert on DegreeWorks including, but not limited to, understanding the Scribe language and functionality within DegreeWorks; the audit worksheet functionality; localizations; the analytical capabilities of the software and related tools; and how those components interoperate to impact output and audit results for the customer.
- Serve an integral role in the development, implementation, testing and support of DegreeWorks for the WVNET user community.
- Support WVNET clients in troubleshooting and resolving issues.
- Document issues within WVNET's OZ problem tracking system and follow issue progress through resolution.
- Communicate effectively with a wide range of audiences at 2-year, and 4-year institutions, addressing end-users as well as senior management.
- Travel to meetings, conferences, and WVNET member campuses will be required.

Required Skills/Knowledge/Experience:

- Bachelor’s Degree in Information Technology, Computer Science or related field of applied technologies highly preferred.
- An aptitude for system administration and/or relational databases.
- The ability to learn new technologies quickly and troubleshoot technical problems.
- Exhibits of a strong sense of ownership for individual work assignments, team goals, and organization initiatives.
- Professional presentation and communication skills (both written and verbal).

WVNET Offers

- Competitive starting salary (\$40-53,000)
- Over 7 weeks of vacation leave and holiday leave per year
- Comprehensive health, retirement, and insurance plans
- Excellent training opportunities
- 18 days per year of sick leave

Application process. Submit a cover letter and resume **via e-mail** to Mr. Bob Roberts at recruiting@mail.wvnet.edu with Systems Programmer Lead in the subject line.