



**College of the Redwoods
Request for Staff Funding FY 2015-16**

This form should be used for requesting new staff positions and included in the program review process.

Initiator:

Date: **Campus/Site:**

Department:

Requested Amount:

Divisional Rank (if any):

Position Title: (ex. ISSII, etc.)

Position description (please provide details about the position need):
[form will expand as needed]



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- Ensures that administrative systems such as student databases or those integrated with business packages, provide the services required by the College. Talks to users to determine requirements. Creates new programs and processes or modifies old processes.
- Corrects problems with business and academic applications. Troubleshoots to determine problem, corrects problems and trains users as needed on procedural changes or proper use. Makes sure that any changes to critical areas (funding, budgets, payroll, etc.) are accurate and functioning properly.
- Installs new applications releases. Installs software in testing environment. Reapplies in-house applications modifications. Performs initial testing before releasing version to users in test environment. Corrects any discovered defects. Applies new release to the production environment when user testing is completed. Assists the Manager in determining local changes. Aids in installation of final upgrade.
- Designs, develops and tests computer applications, systems and files to meet users needs. Works directly with users to determine current and future program needs and design/develop programs to meet those needs. Tests programs, fine tunes based on test results and implements. Develops user documentation.
- Troubleshoots application errors or applications not operating. In conjunction with users, isolates problems from symptoms, determines alternatives and develops and implements resolution. If problem is user error, works with operator to improve user instructions or train for better understanding.
- Manages database table and table space sizes. Tracks the rate of table growth and tablespace sizes. Determines optimum sizes based on growth speed. Compresses tables on a periodic basis.
- Ensures integrity of the database structures. Creates database elements for project development and performance enhancements. Assures data integrity when developing, maintaining or enhancing applications.
- May maintain certain aspects of an inter-office web server. Applies upgrades to web server. Configures server to function as needed. Creates custom programs to deliver any needed information.
- Creates utilities for technology staff use to enhance department and staff production and processes.
- Provides troubleshooting support for the College's operating system. Diagnoses problems and makes necessary repairs or changes.
- Maintains current technical skills and systems knowledge while learning to use new technologies in a self-directed environment.

Performs other duties as assigned that support the overall objective of the position.

Statement of Need (Justify the need for the position)



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This position is needed in order to implement Ellucian's Portal. Ellucian's Portal is becoming industry standard for all Colleges using Ellucian. Ellucian's new products all require the Portal, and the majority of Colleges have already implemented this module. The Portal provides increased usability and ease for students and staff by centralizing applications. Webadvisor will eventually be replaced by the portal environment.

Link with Institutional Goal/Assessment Results (Describe):

Implementation of a Portal links to S.P. 1.4 by enhancing support and student engagement. The Portal will enhance student's ease of accessing information pertinent to their academic careers. It also links to S.P. 4.1 by improving the current Ellucian Colleague infrastructure to allow for future upgrades and modules.