

**Posted:** March 13, 2024



## POSITION ANNOUNCEMENT

**TITLE:** APPLICATIONS SUPPORT MANAGER

**DEPT:** ITC

**REG**

**TEMP**

**FULL TIME**

**PART TIME**

**STARTING RATE or SALARY RANGE** \$91,520-\$113,226

Employees being promoted to a higher classified position receive the minimum for the position or a pay rate adjustment of 8% whichever is greater.

**All regular positions also entitle the employee to several benefits including health, dental, vision, life insurance, and retirement which is largely paid by New Mexico Tech for the employee and dependents.**

**INTERNAL POSTING THROUGH: Concurrent\*** CONSIDERATION WILL BE GIVEN FIRST TO TEMPORARY AND REGULAR TECH EMPLOYEES WHO APPLY WITHIN THE 7 DAY INTERNAL POSTING. APPLICATIONS RECEIVED AFTER THE 7 DAY POSTING MARGIN WILL BE CONSIDERED WITH OTHER OUTSIDE APPLICANTS.

### JOB SUMMARY:

Under general supervision, manages and supports the MIS/SIS (Ellucian Banner) and related products by managing Banner and by coordinating / assigning work projects to the appropriate ITC personnel. Maintains the security roles, authorizations and permissions of NMT employees for the MIS/SIS and related system(s).

### JOBS FUNCTIONS:

- Contact person directly from users, or from the ITC Help Desk, for Banner questions and requests for enhancements, for upgrades, for defects resolutions; trouble-shoot and solve problems. 10%
- Work directly on projects/requests as needed. Other duties as assigned. 25%
- Supervise and direct persons associated with the Banner application (Banner report writers, Programmer/analysts, Training and Development Specialist, contracted project workers). 15%
- Maintain the Banner security roles of NMT employees in various software, including audits. 25%
- Be the liaison to coordinate trainings, user-group meetings, Banner upgrades, planning projects/ scheduling project timelines/follow-up with project progress, meetings. 25%

### REQUIRED QUALIFICATIONS:

Associate's degree or completion of program 18+ months after high school, In IT, CS, Data Processing. Years of service may be substituted if determined to be equivalent. Associates, diploma, certificate program in a related discipline and at least 2 years of directly related job experience may also be accepted. Two years' experience using SQL based software or report generation tools using higher level functions including, but not limited to, crosstab queries, multiple subqueries, extensive use of aggregate functions, left/right outer joins and report writing. One year experience using the higher level functions of Microsoft Excel and Microsoft Word. Experience with supervising and maintaining a teamwork atmosphere. Able to understand and troubleshoot Ellucian Banner issues, organize project flow, and meet deadlines. Ability to work either independently or as part of a team. Strong oral and written communication skills and the ability to train people in a classroom setting. The ability to obtain a CJIS certifications and work around CUI based on federal guidelines.

### DESIRED QUALIFICATIONS:

Bachelor's Degree in IT, CS, Data Processing. Years of service may be substituted if determined to be equivalent. Associates, diploma, certificate program in a related discipline and at least 2 years of directly related job experience may also be accepted. Experience with the Evisions/Argos reporting platform or similar.

Knowledge of Ellucian Banner table structures. Six (6) credit hours in accounting from an accredited college/university or experience working in an accounting position.

**LIFTING REQUIREMENTS:**

(f)requently, (o)ccasionally, or (s)eldom

0 - 15 pounds	F
15 - 30 pounds	O
30 - 50 pounds	S
50 - 100 pounds	S
100 + pounds	S

**PHYSICAL DEMANDS:**

Standing 10%	Sitting 75%	Walking 10%	Pulling 1%
Pushing	Lifting 1%	Stooping 1%	Kneeling 1%
Crawling	Climbing	Reaching 1%	Other

Apply to: [nmtjobapps@npe.nmt.edu](mailto:nmtjobapps@npe.nmt.edu)