501 East 38th Street
Erie, PA
16546
814-824-2000
800-825-1926
mercyhurst.edu

System & Business Process Manager

Department: Enrollment
Status: Exempt, Full Time
Closes: Open until filled

Report To: VP for Enrollment
Classification: Administrator

POSITION SUMMARY

The Systems and Business Process Manager (SBPM) leads and supports the units of enrollment management – Undergraduate Admissions, Graduate and Professional Admissions, Student Financial Services, and Marketing and Brand Management – in their use of the university's primary enterprise technology systems, Ellucian/Colleague and Technolutions/Slate. Special emphasis is placed on evaluating business practices, identifying areas for improvement in service delivery or internal efficiency, collaborating with end users to implement changes to existing practices, and documenting those practices to ensure continuity and consistency of operations. Qualified candidates will not only have technological and business process expertise, but also the interpersonal skills necessary to engage and support end users. While the SBPM works closely with the vice president for enrollment, he or she is expected to exercise a strong degree of autonomy in his or her work, proactively identifying areas to improve the enterprise operations associated with enrollment management.

DUTIES AND RESPONSIBILITIES

- Organize, plan, break down, and sequence large-scale system work plans and requests into manageable tasks for his- or herself and others including analyzing and documenting requirements, designing solutions, field mappings, configuration, maintenance, and data integration.
- Serve as a technical lead and primary support person for use of the Colleague modules associated with enrollment management functions and Slate constituency relationship management system.
- Serve as the primary interface with members of the Division of Information Technology to troubleshoot problems, implement new functionality, etc.
- Serve in a quasi-supervisory role for staff members directly responsible for systems management and data coordination.
- In concert with division leadership, identify areas for improvement in the overall operation, map business process workflows, and translate those workflows into technological processes that automate work, improve service, and mitigate the likelihood of mistakes.
- Create workflows, database solutions, and other innovative approaches that support accurate and efficient operations.
- Identify underused functionality in current systems that could improve service delivery or organizational efficiency.
- Build scheduled and ad-hoc reports for end-users to improve efficiencies of their operations.
- Design, create, and maintain ETL (extract, transform, load) jobs and accompanying documentation.
- Documentation and manage routine technical processes.
- Provide training and other professional development opportunities for all members of the Division of Enrollment that support improved use of existing technologies.

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EDUCATION AND EXPERIENCE

- Bachelor's degree required; Master's degree preferred.
- Experience in higher education preferred.

KNOWLEDGE AND SKILLS

- Strong understanding of relational databases, constituent relationship management (CRM) systems, query languages, and computer programming.
- Excellent interpersonal and communications skills, written and verbal.
- A customer service orientation and ability to interact with a wide variety of individuals within a complex and dynamic environment.
- Excellent analytical, problem-solving, and organizational skills.
- Thoroughness, accuracy, and attention to detail required.
- Ability to work independently and with a minimum of supervision.
- Experience effectively managing projects and/or systems in support of business functions.
- Ability to identify gaps in one's own knowledge and to locate the tools and resources to learn on one's own.
- Ability to manage multiple projects simultaneously and effectively prioritize among competing needs.
- Ability to represent the division and the university in a friendly, courteous, and professional manner.
- Experience using and knowledge of Microsoft Office Suite, including Microsoft Excel.

APPLICATION PROCESS

Review of applications will begin immediately and continue until the position is filled or until date indicated above. Send cover letter, resume and 3 work-related references to:

Human Resources
Mercyhurst University
501 East 38th Street
Erie, PA 16546
hrinfo@mercyhurst.edu

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Candidates must be currently eligible to work in the United States.