

1. GENERAL POSITION INFORMATION	
Position Name	Remote Application Analyst – Educational Technology and Financial Aid
Classification	Exempt
FTE	1.0; Full-Time; Benefited
Work Hours	Regular business hours Monday – Friday with occasional evenings and/or weekends to respond to emergencies. This position can work remotely.
Department/Division	Information Systems
Supervisor	Associate Vice President for Institutional Effectiveness

2. POSITION SUMMARY
Provide 3 to 5 descriptive statements to summarize the overall purpose of the position.
Under general direction, the application analyst coordinates and manages activities related to the configuration and implementation of the UWS learning management system (LMS), educational technology, and financial aid management enterprise applications. The application analyst evaluates business processes and requirements; recommends the use and/or enhancement of systems/applications to improve processes in support of UWS functions; improve the cost and time efficiency of UWS operations through maximizing application capabilities; and lead subject matter and stakeholder meetings associated with UWS applications.

3. KEY RESPONSIBILITIES	
List key position responsibilities/duties by category and estimate the percentage of time spent on each responsibility. The total percentage of duties must equal 100%.	
Key Responsibilities/Duties	% of Duties
<p><b>Operational Support</b></p> <ul style="list-style-type: none"> <li>• Serve as the primary system administrator for the UWSLMS, educational technology, and financial aid management system (currently Moodle, LearningSpace, eMedley, PowerFAIDS, etc.).</li> <li>• Collaborate with Center for Teaching and Learning and Financial Aid department leadership and staff to support their business and software application needs.</li> <li>• Create LMS course shells in bulk and process faculty and student enrollments into the LMS and other educational technology each term; manage unenrollments and suspend accounts for users as needed.</li> <li>• Facilitate regular LMS back-ups and archival of courses in alignment with university policies.</li> <li>• Monitor LMS and other educational technology ticketing system and triage service requests; troubleshoot, diagnose, conduct root-cause analysis of issues uncovered and/or reported in a timely manner.</li> <li>• Develop, manage, test, and troubleshoot APIs and educational software LTI integrations.</li> </ul>	65%

<ul style="list-style-type: none"> <li>• Develop and run reports for internal customers based on business requirements.</li> <li>• Collaborate in the testing of software programs and applications, including new tools and features; communicate with database analyst, network and server administrators, end-users, and vendors to ensure quality assurance, data quality, program logic, and data processing; develop, implement, and disseminate information on best practices for application usage.</li> <li>• Work with other information service team members to maintain and monitor timely and accurate data flow between systems.</li> <li>• Keep abreast of new features and functionality, providing recommendations for process improvement.</li> <li>• Develop, update, and review standard operating procedures (SOPs) for accuracy.</li> <li>• Analyze technical literature and provide explanations understandable to end-users. Draft end-user instructions and guides.</li> <li>• Provide application walk-throughs and trainings.</li> <li>• Ensure full compliance with federal and state regulations, university policies and internal procedures, including HIPPA, FERPA, and PCI.</li> </ul>	
<p><b>Business Process Improvement</b></p> <ul style="list-style-type: none"> <li>• Analyze related business practices and requirements; recommend the use of the LMS, educational technology applications and related enterprise systems in support of UWS functions.</li> <li>• Identify system capabilities to contribute to stability, scalability, automation, and adaptability in support of UWS processes and workflow.</li> <li>• Coordinate with senior leadership to set priorities for applicable application enhancements.</li> </ul>	15%
<p><b>Maintenance and Upgrades</b></p> <ul style="list-style-type: none"> <li>• Facilitate the maintenance, support, and upgrade of existing systems.</li> <li>• Coordinate and communicate software upgrades, enhancements and changes with vendors, consultants, and internal customers.</li> <li>• Update and maintain corresponding application documentation.</li> </ul>	15%
<p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Perform related duties as required.</li> </ul>	5%

<p><b>4. UWS CORE VALUES AND ASSOCIATED COMPETENCIES</b></p> <p>The following Core Values are integral to working at UWS. All employees, regardless of their position within the university, are expected uphold the Core Values and demonstrate associated competencies.</p>	
<p><b>Best Practices</b></p>	<p>We maintain high standards by using and integrating evidence across multiple disciplines. To accomplish this, We:</p>

	<ul style="list-style-type: none"> <li>• Seek out and use relevant data to inform our decision-making.</li> <li>• Incorporate peer-reviewed research and professional experiences into academic discourse and patient care.</li> <li>• Promote student learning through excellence in instruction and assessment.</li> </ul>
<b>Curiosity</b>	<p>We are innovative, open minded, and forward thinking. To accomplish this, We:</p> <ul style="list-style-type: none"> <li>• Approach our work with curiosity, inquisitiveness and willingness to think outside the box.</li> <li>• Value and consider new ideas and ask, “What if...?”</li> <li>• Remain open to change in order to advance and improve.</li> </ul>
<b>Inclusiveness</b>	<p>We are respectful, mindful, and welcoming of different ways of being, thinking, and doing. To accomplish this, We:</p> <ul style="list-style-type: none"> <li>• Actively listen to diverse perspectives and value different viewpoints and experiences.</li> <li>• Promote the equity of ideas, resources, power, and identity for all.</li> <li>• Gather information and input from diverse groups to develop a common vision, improve policies and practices, and advance institutional goals.</li> </ul>
<b>Professionalism</b>	<p>We are responsible, respectful, and accountable. To accomplish this, We:</p> <ul style="list-style-type: none"> <li>• Demonstrate civility in all our interactions, especially when there are disagreements or differing opinions.</li> <li>• Take ownership of our speech, conduct, demeanor, and deliverables.</li> <li>• Adhere to established policies, procedures, agreements, and deadlines.</li> <li>• Act as thoughtful stewards of the university and its resources.</li> </ul>
<b>Student-Focus</b>	<p>We work for the common good of students’ academic and professional success. To accomplish this, We:</p> <ul style="list-style-type: none"> <li>• Incorporate student feedback to improve academics and university services.</li> <li>• When making university decisions, we ask: What effect will that have on students?</li> <li>• Seek to understand the students’ experience through their eyes.</li> </ul>
<b>Whole-Person Health</b>	<p>We promote physical, mental and emotional wellness in all facets of the UWS experience. To accomplish this, We:</p> <ul style="list-style-type: none"> <li>• Intentionally cultivate environments that support work-life balance.</li> <li>• Consider personal and community wellness in decision-making.</li> <li>• Maintain rigorous academic standards while supporting the health and well-being of our students.</li> <li>• Include a range of health modalities in the classroom and clinic.</li> </ul>

### 5. POSITION QUALIFICATIONS

	Required	Preferred
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Education & Training	<ul style="list-style-type: none"> <li>• Bachelor's degree in Information Systems, Information Technology, Computer Science, or a related field from an accredited college or university, or equivalent combination of education and experience.</li> <li>• Minimum of 2 to 3 years' professional higher education IT/IS experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum of 4 years' professional higher education IT/IS experience.</li> </ul>
Certifications & Licenses	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Managing and maintaining learning management systems.</li> <li>• Experience working with student information systems (SIS), other educational technologies, and higher education relational data.</li> <li>• Establishing and maintaining effective working relationships with those contacted in the course of work.</li> <li>• Configuring API/LTI technology to facilitate movement of data between systems.</li> <li>• Utilize scripts to retrieve data from various information systems.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience utilizing PowerFAIDS.</li> <li>• Experience utilizing Moodle (current UWS LMS).</li> <li>• Experience utilizing Canvas or Brightspace (future UWS LMS).</li> <li>• Ability to develop simple scripts to retrieve data from various information systems.</li> </ul>
Related Knowledge, Skills, & Abilities	<ul style="list-style-type: none"> <li>• Strong analytical and problem-solving skills.</li> <li>• Proven technology skills, strong learning, research, investigative abilities.</li> <li>• Demonstrated ability to create SOPs documentation.</li> <li>• Understand and utilize automated software, system management tools, and web-based development solutions.</li> <li>• Understand and communicate technical ideas, changes in processes and systems in a user-friendly manner.</li> <li>• Develop training materials and facilitate presentations.</li> </ul>	<ul style="list-style-type: none"> <li>• Familiarity with Microsoft architecture – server, SQL server, SSRS, SSIS.</li> <li>• Familiar with CSS and SQS coding.</li> <li>• Familiar with on premise, SAS, mobile environments.</li> <li>• Familiar with basic project management principles and practices.</li> </ul>



	<ul style="list-style-type: none"> <li>• Analyze problems, identify, and recommend alternative solutions, process consequences of proposed actions, and implement recommendations.</li> <li>• Communicate ideas, instructions, and requirements clearly and concisely, both orally and in writing including, but not limited to, reports, test plans, cases, and scripts.</li> <li>• Ability to utilize or learn CSS and SQS coding languages.</li> <li>• Adaptable to changing responsibilities with the advancement of technological improvements.</li> <li>• Ability to set priorities based on value to the organization.</li> <li>• Strong interpersonal communication skill, especially working with non-technical clients.</li> <li>• Communicate ideas, instructions, and requirements clearly and concisely, both orally and in writing including, but not limited to, reports, test plans, cases, and scripts.</li> <li>• Ability to work independently and remotely.</li> </ul>	
Other Qualifications	<ul style="list-style-type: none"> <li>• Inquisitiveness on system/application capabilities within a business process/workflow with a goal of continuous improvement.</li> <li>• Ability to occasionally work evenings and/or weekends to respond to emergencies.</li> <li>• Submit a complete application package, including a cover letter describing how past work experience makes the candidate a good fit for this role.</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>

**APPLICATION, SCREENING AND HIRING PROCESS:**

Screening of applicants will begin immediately, and the position will remain open until filled. Please submit a cover letter, a resume and the names and contact information of three professional references.

University of Western States conducts background checks for the finalist or finalists of staff and faculty positions. The type of background check will vary by position type.

University of Western States is an equal opportunity employer.

To apply, visit our website at: <https://www.uws.edu/about/employment/>. Click on the large orange button and follow the prompts.

You may attach your materials as Word or PDF documents.