

JOB DESCRIPTION:	Banner Systems Analyst- Academic Affairs		
DEPARTMENT:	Information Technology		
REPORT TO:	Director of Enterprise Applications		
EEO CLASSIFICATION:	Professional	FLSA STATUS:	Exempt
CUPA HR CLASSIFICATION:	#461120	DATE APPROVED:	17-MAR-2025
		DATE MODIFIED:	NEW

SUMMARY: Provides technical assistance and solutions to users for correction of complex Ellucian Banner operational and data integrity problems.

DUTIES:

1. Provides technical and analytical support to WNMU Academic Affairs division by serving as a functional expert for the Banner Enterprise Resource Planner (ERP) in relation to specific operations, policies, and procedures.
2. Provides Ellucian Degree Works expertise and assistance to Advising department. This includes troubleshooting technical issues, processes, configurations, and integration between both Banner ERP and Ellucian Degree Works.
3. Responsible for Ellucian Degree Works security configurations and user creation, as well as provide guidance and troubleshooting for other end-users within the department.
4. Provides troubleshooting support and technical expertise with Instructure Canvas and Ellucian Ethos integration. Supports Canvas ILP administrators with Banner-related tasks and optimizations between the two applications.
5. Submits cases with Ellucian Customer Center for Cloud-hosted Banner environment, and coordinates with technicians and WNMU employees for case troubleshooting to resolution.
6. Creates and maintains all end-user Banner security accounts and access. Assists end-users with problems and provides instructions to aid them with the proper use of the Banner system.
7. Provides technical support for Evisions Argos, including security configuration and report generation.
8. Creates and configures Evisions Argos reports and dashboards (leveraging SQL) to support respective departments with data needs and requests.
9. Creates and configures SQL scripts to meet end-users' needs. Communicates with end-users and assists them with articulating their needs accurately to reflect in the SQL script.
10. Assists end-users with reporting software and processes. These include but not limited to Crystal Reports, Excel, Argos, and Access.
11. Provides support, guidance, and leadership to other staff engaged in similar functions.
12. Performs other duties as assigned.

REQUIREMENTS:

1. **Education /Background:** High School Diploma or equivalent certification and 1 year of related experience that includes at least one year of experience in application programming with Ellucian Banner applications or Oracle SQL required. Associate degree in Computer Science, Management Information in related field and three years' experience in application programming referred. Bachelor's Degree in Computer Science, Management Information, or related field plus at least one year of experience in application programming with Ellucian Banner applications or Oracle SQL preferred. Bilingual (Spanish) preferred.
2. **Job Knowledge:** Requires knowledge of university policies, procedures, and practices pertaining to

Information Technology; knowledge of current technological developments and trends in software systems; knowledge of existing equipment and the operating systems in use; and proficiency in SQL. Must have the ability to communicate with end users to accurately create views and/or procedures to meet their needs; ability to work with little supervision; ability to develop and deliver presentations; ability to work in a multicultural environment; and the ability to work in an academic setting. Requires proficiency in Microsoft Windows and Office. Must be knowledgeable of university policies and procedures. Must be able to handle multiple deadlines and maintain accuracy. Must be sensitive to cultural differences within the University and community. Fluent in Microsoft Office Applications.

3. **Working Conditions/Physical Demands** (With or Without Accommodations): Normal office environment, may travel some within the community when needed. May be required to transport normal office equipment and materials. Ability to comprehend and work with a variety of information from various sources. Able to clearly communicate with a diverse population of individuals. Ability to compose correspondence and reports and remain in a sedentary position for prolonged periods of time. May be required to work additional hours or days depending on circumstances.
4. **Other requirements:**
 - a. Requires a valid driver's license.
 - b. Required to complete Defensive Driving Course within 6 months. (If applicable to the role)

This job description is not an exhaustive list of all responsibilities, skills, duties, requirements, effort, and/or working conditions associated with the position. Management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change. In addition, this job description is not intended to create a contract of employment between the employee and Western New Mexico University, nor shall it be regarded as a promise to provide specific terms or conditions of employment.

I have read, understand and accept a copy of this job description.

Employee Signature

Date

Employee Name (Printed)