Job Description

Job Code:	0105-MEIS
Job Title:	EIS Manager
Job Status:	Full Time
Office:	Enterprise Information System Unit (EIS)
Department/Faculty:	Information Technology Services Office (ITS)
Supervisor:	AVP for Information Technology (HR3)

Vision and Mission

The vision of the Information Technology Services Department is to be recognized as a leader in bringing inspiration and innovation to the Bethlehem University community.

Our mission is to deliver secure, reliable, integrated, innovative and proactive IT services and solutions to meet our University community needs in order to accomplish its strategic objectives.

Job Objective/Summary

The Enterprise Information Systems Manager (EISM) is the key person in ensuring the seamless functioning of the unit and all related Information Systems within the University. The position encompasses the design, creation, support, advancement, and improvement of existing and new systems on campus. This position holder has significant interaction with various departments at the University as well as diverse user groups with the aim of providing solutions and optimizing existing systems to boost productivity and enhance work efficiency. In addition, the EIS Manager will lead the work in setting data standards, maintaining data integrity, process design, workflow documentation, and the implementation of IT standards and database systems.

Duties & Responsibilities
Main routine duties
1. **System analysis, design, and documentation**
   - Coordinates with other departments and stakeholders to establish goals, objectives, requirements, and project scope of new system developments at the University.
   - Oversees the design, development, testing, and support work of existing and new systems.

- Manages the integration of systems, oversees the development of documentation, and conducts process analyzes to ensure optimal performance and efficiency.
- Leads the work to properly document all procedures and systems developed by the Unit ensuring that all system documentations are up to standard and are constantly being updated to accommodate changes/updates being made to the various systems.
- Provides user support, addressing reporting needs, conducting product updates, creating product documentation, and managing data export/integration with other systems.
- Creates systems guidelines and manuals for the University.
- Assist Software Developers in the development processes by providing guidance and performing some programming work to resolve bugs and issues when needed.

2. Testing, monitoring and database administration
- Develops testing programs that address areas such as database impacts, software scenarios, regression testing, negative testing, error or bug retests, or usability.
- Develops and conducts data validation processes with end users, addressing system bugs, upgrades, and enhancements in a timely and efficient manner.
- Designs test plans, scenarios, scripts, or procedures.
- Monitors batch processing of production jobs and interfaces, identifying transaction errors and directing the necessary corrections.
- Documents software defects, using a bug tracking system, and reports defects to software developers ensuring a quick and effective resolution.
- Identifies, analyzes, and documents problems with program functions, outputs, online screens, or content.
- Administers and monitors the databases used by the University system.
- Conducts regular reviews of existing systems to generate reports on efficiencies and improvement areas.
- Documents test procedures to ensure replicability and compliance with standards.

3. Administration and leadership
- Oversees and manages the daily function of the Enterprise Information Systems Unit, ensuring all related Information Systems within the University are operating effectively and efficiently.
- Regularly reports to the supervisor and administration on the performance of the unit, staff, and the various systems, ensuring transparency and open communication.
- Supervises and leads the Enterprise Information Systems Unit team, fostering a supportive and productive work environment.

Periodic duties
- Provides a monthly report to the AVP for ITS
- Conducts training sessions to other staff members of the Enterprise Information Systems Unit on the tasks he/she performs
- Other duties as assigned by the immediate supervisor to meet the needs and foster the mission of the University.

Responsibilities

- A member of the admission committee

Supervisory Role

- Supervises members of the EIS Unit

Working Conditions

- Monday through Friday from 8:00 am to 4:00 pm according to stated Job Status (evening and weekend flexibility required).
- Any other tasks as requested by the immediate supervisor

Qualifications

Job Factors

- Possesses a Master's degree in Information Technology, Computer Science, Computer Engineering, or a similar field. Alternatively, a Bachelor's degree in the same fields, supplemented by practical experience, may also be acceptable.
- Holds credible work experience, minimum of 4 years, in the role of a systems analyst, developer, or tester.
- Demonstrates hands-on experience in software development and documentation using modern technologies.
- Experienced in programming languages such as .NET and React.
- Familiarity with database design, documentation and coding.
- Excellent knowledge of SQL, data backup, recovery, security, and integrity.
- Experience in systems and software testing and debugging.
- Exhibits solid project management competencies with excellent prioritization and time management abilities.
- Experience in leading a team of developers.

Performance Standards

- Demonstrates robust critical analysis and decision-making capabilities.
- Capable of working under pressure and meeting stringent deadlines.
- Proficient in English reading and writing.
- Upholds high standards of integrity and honesty, demonstrating responsibility and loyalty in all tasks undertaken.
- Maintains professional demeanor in both appearance and actions.
- Possesses strong interpersonal and communication skills, respects confidentiality, remains receptive to others' ideas, and displays openness to innovation.
- Reliable, cooperative, and attentive, contributing positively to team dynamics.

Special Employment Terms & Conditions:

- The EIS Manager is expected to be available on-call during specific critical periods, such as during admission, registration, and pre-registration times, as well as in the event of any disruptions in IT services.
- The individual should also have the capability to work remotely, particularly in situations of emergencies or when movement restrictions are in place.