Professional Administrative and Technical (PAT) Grade 18

Information Technologist II

The Online Enrollment Center (OEC) is a newly created student service center for the University System of New Hampshire (USNH) that provides consolidated enrollment services for online programs at USNH institutions including UNH, Keene State College, UNH Law, Plymouth State University and Granite State College. The OEC serves as the virtual service center for online program enrollments by providing best in class telephone, email, online and outreach student services. The OEC will provide essential information, answer questions, counsel and provide problem resolution for current and potential students, parents/families, in the areas of registration, enrollment, and financial aid.

A critical part of the OEC team is the Information Technologists who support the SIS and CRM systems to help the center run effectively. This position will serve as developer, designer, and maintainer of the OEC Salesforce -- and related software -- environment; providing training, documenting use, requirements gathering, and providing ongoing technical and use support for the OEC staff.

Successful Information Technologist II candidates will bring a broad understanding of problem solving with the ability to implement most advanced technology solutions. The IT II in this position will bring thorough and broad knowledge in in the area of expertise, from underlying principles to the highest level of implementation along with the ability to apply those skills.

Specific responsibilities include:

- Participate in the full application development lifecycle from technical design to development, testing, and deployment, and maintenance.
- Develop and document user requirements, processes, and operational functions
- Design new Salesforce customizations and modifications to new modules
- Work with Salesforce marketing, sales, Call Center modules
- Evaluate technical solutions for best value to achieve business goals
- Interact with all levels of users, from end-users, to executives, to IT vendors and customers, in a clear and concise manner.

Skills:

- Bachelor's degree and three to five years of experience in information technology field, Master's and two years, or combination of education and experience equal to six years.
- Ability to implement most technical solutions. Thorough and broad knowledge in area of expertise, from underlying principles to highest level of implementation and ability to apply those skills.

- Organizational and analytical skills and experience developing algorithmic solutions to practical problems.

- Demonstrable strong verbal and written communications and presentation skills. 2+ years’ previous development experience with Salesforce.com and practical experience with it in a production environment, including implementations and upgrades.

- Development experience with CSS, AJAX, JavaScript, HTML, MS-SQL Server, Apex, and Visualforce. Strong attention to details along with excellent problem-solving skills.

- Ability to multi-task, and balance shifting priorities, immediate needs, and planned development projects.

This Position is 100% time year-round and is available in Concord, NH. Generous USNH Benefits Package.

**Salary:** Commensurate with qualifications and experience.

**Application Process:** Please send resume, letter of interest, and three professional references to: gsc.hr.its@granite.edu

*The University System of New Hampshire is an affirmative action, equal opportunity employer. Women, persons with disabilities, and Vietnam-era and disabled veterans are encouraged to apply.*