



Team Lead - PeopleSoft Student System (Application Engineer IV) (full-time, 35 hours/week)
Technology Services, Enterprise Applications
Position 102057

Position Summary: Technology Services serves the university by providing access to high quality, state-of-the-art, computing, communications and information resources through the Internet, local and wide area networks, databases and libraries, and by supporting the management information needs of the university.

The department implements, customizes and maintains the PeopleSoft ERP system to best serve the university administrative needs. The department also maintains and manages various specialized business applications to support the specific functional and business process needs of our campus departments and the university.

As a **Team Lead - PeopleSoft Student System**, this position's primary responsibility will include configuring applications, including but not limited to ERP applications – PeopleSoft-Student System and business applications supporting the student areas (enrollment management and student affairs) operations of the institution.

It will also include architecting, monitoring and integrating departmental business applications with PeopleSoft. This position will support and lead major initiatives and coordinate projects including implementing new modules, enhancements within PeopleSoft and managing upgrades of the PeopleSoft and business applications. Working closely with database administrators, systems engineers, and architects, this position will be responsible for architecting and designing application deployment environment to be robust, secure, reliable and highly available. This position will lead projects to develop custom applications using complete SDLC methodologies.

This position will routinely liaison with customer groups, departments and SME's to understand their business processes, identify opportunities for process improvements, propose and evaluate products and services to gain efficiencies and become the trusted service partner representing Technology Services.

Leads and directs the work of others supervises staff and performs similar and higher level tasks as subordinates.

Essential Responsibilities Include: (Including and not limited to PeopleSoft-Student system and business applications supporting student areas.)

Configure, maintain and manage the application services environment:

- Install, upgrade and maintain applications and services.
- Administer and maintain assigned applications and services.
- Develop processes for routine maintenance and management tasks related to application administration, monitoring, security administration etc.
- Identify and research software patches/fixes for systems.
- Leads system upgrades, patching tasks and activities for business applications.
- Develop and maintain monitoring scripts to monitor systems.
- Troubleshoot and repair system problems.
- Create and update system documentation.
- Define appropriate metrics to measure performance
- Develop, maintain and report results of monitoring scripts to measure identified quality metrics
- Ensure security and privacy of applications and data is maintained.

Application development, integration, maintenance and management:

- Develop detailed specifications based on system requirements.
- Plan and schedule the installation of new or modified business applications or services

- Develop and implement the technical architecture of business applications and interfaces to the PeopleSoft-Student systems
- Design, and develop custom applications as appropriate using SDLC life cycle management methodologies.
- Coordinate business application development and maintenance project activities, ensuring that projects remain on schedule and that work accomplished meets specifications.
- Lead technical teams in business application development and maintenance projects execution.
- Troubleshoot reported issues and work with database and infrastructure teams to identify root causes and remedies.
- Perform quality control, assurance and testing on systems.
- Ensure appropriate documentation, including inventory, configuration settings and operational procedures, is written and maintained.

Participate in new functionality development to ensure secure, elegant and low maintenance data designs are adopted:

- Work closely with our partners (user groups and departments) to create business process analysis and mapping, assist in identifying opportunities for process improvement.
- Lead the effort to evaluate existing products for enhancements, review new products and services to enhance the overall service management of the application services environment.
- Perform analysis to identify systems requirements.
- Communicate with users on system development activities.

Team Lead: Ensure implementation of the goals and objectives of the team through effective direction of employees. Activities include:

- Ensure that work to be accomplished by team is planned, that goals are established and priorities are set and adjusted as needed, and that schedules for completion of work are developed.
- Oversee work of team.
- Participate in the selection process of new employees.
- Assist with performance appraisals.

Other duties:

- Lead an application engineering team within the framework established by the supervisor and in conformance with established practices and procedures; bring unexpected or controversial findings to the supervisor's attention.
- Be a team lead and champion to peers and customers.
- Lead projects and implementations as assigned.
- Work closely with managed services providers, vendors and contractors.
- Share knowledge and experience to develop a culture of collaboration and sharing.
- Lead in developing framework to establish documentation standards, mentor peers, and team members to adopt culture of keeping documentation up-to-date.
- Interface with IT auditors during audit cycles to provide related information and implement suggested solutions and controls.

Minimum Qualifications: A Bachelor's degree in information technology, computer science or related discipline required. Masters' Degree preferred. Two years' experience could be substituted by a Master's degree.

Practical Experience:

- At least 10 years' experience leading the development and maintenance of complex ERP applications
- 10 plus years' experience as a SQL developer: writing SQL code, scripts and using report tools.

Required Experience:

- Extensive, demonstrated experience leading technical teams during large ERP implementations (PeopleSoft, Banner, Workday or similar)
- Extensive, demonstrated experience as a SQL developer: writing SQL code, scripts and using report Tools.
- Extensive, demonstrated experience developing interfaces between ERP and ancillary applications (Hosted, cloud based, COTS) using scripting, SQL coding, file transfer, web services etc.

Desired Experience:

- Project planning and project management experience desired.
- Experience installing and configuring COTS applications in a multi-tier environment.
- Higher education experience a plus.

How to apply: forward application, resume, and cover letter with salary requirements as an attachment to (salary expectations are considered part of application process): CUARecruitment@cua.edu. Reference position 102057 in subject line of email. Please do not include photos on resumes and save documents with first/last names. **All applicants must be supportive of the mission and vision of *The Catholic University of America*.** Position is open until filled.

THE CATHOLIC UNIVERSITY OF AMERICA

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