To apply submit an employment application (click here for application), resume, and letter of interest to: Chief Information Officer
5301 S Hwy 16, Rapid City, SD 57701

I. POSITION TITLE: Application Support Analyst

II. EMPLOYEE CLASSIFICATION: Classified

III. JOB CLASSIFICATION: Nonexempt

IV. ACCOUNTABLE/REPORTS TO: Help Desk Manager

V. POSITIONS REPORTING TO THIS POSITION: None

VI. DUTY HOURS: Monday through Friday, 40 hours per week, plus additional hours from time to time as may be required to complete the necessary duties.

VII. MINIMUM REQUIREMENTS:

EDUCATION: High school diploma or GED equivalent required, advanced degree preferred.

EXPERIENCE: Two years of experience with Windows Operating Systems, Microsoft Office Applications, configuring and troubleshooting software applications, and providing customer support. General knowledge and working experience with the CampusVue student management software applications.

PHYSICAL: Reaching, listening, writing skills, editing, proofreading, hand/eye coordination, hand-wrist-finger dexterity, balancing, bending over, lifting up to 80 lbs., carrying, cleaning, collating, coordinating, dialing, driving, filing, keyboarding, repetitive motions, opening, pulling, pushing, scheduling, sitting, standing, sorting, stapling, stooping, talking, turning, typing, unlocking, walking, writing.

SKILLS EXPECTATIONS: Planning, recordkeeping, reporting, training, answer phone, filing, typing, programming, calculating, problem solving, reasoning, preventive maintenance, reading - basic and technical, writing - basic and technical, word processing, spreadsheets, computer operating systems, networking hardware.

VIII. BASIC FUNCTION/PURPOSE OF THE POSITION: The role of this position is to help ensure NAU’s software systems meet business requirements and goals, fulfill user requirements, and identify and resolves systems issues. This includes configuring, maintaining, and supporting NAU’s student information system and other network software applications.
The person will be a primary point of contact for supporting end-users of NAU’s student information system. This person will also troubleshoot network performance issues and participate in network systems implementation projects in support of the mission of the university as defined by the university president and the board of governors.

IX. DUTIES/RESPONSIBILITIES/EXPECTATIONS OF THE POSITION:

* A. Provide administrative software support and training to system managers and staff.

* B. Customer support for student information and other software applications.

* C. Enforce and monitor security policies and procedures for administrative software systems.

* D. Manage CampusVue student records and student portal accounts.

* E. Quarterly processing of inactive student and portal accounts.

* F. Troubleshoot and present administrative software support cases.

* G. Analyze custom administrative software requests and present solutions.

* H. Monitor dispatch and backup support for the help desk.

* I. Assist in training and development of system IT training.

J. Serve as a “backup” for other team members, seeking cross-training in their areas of expertise, and perform their duties in their absence.

K. Other duties and responsibilities as may be assigned by the supervisor.

X. COOPERATIVE RELATIONSHIPS WITH THE FOLLOWING: Faculty, staff, students and members of the community.

XI. LIMITS OF AUTHORITY: As defined by the policies, procedures, and practices of the University and/or the President.

National American University reserves the right to alter this position's job description/job duties to meet the needs and goals of the organization.

*Denotes essential elements of the position.