Job Title: Middleware Developer

Department: Information Technology

Supervisor or Manager: Assistant Director for Enterprise Applications

Date Created: 3/5/06     Last Revised: 3/5/06     FLSA Status: E

Our Mission: It is the mission of Saint Michael's College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

Major Objectives:
- The development, installation, maintenance, and/or modification of College-wide applications on large-scale multi-user systems, are planned and directed
- Quality software, reliable information, stability and availability is ensured for administrative applications
- Problems are defined and resolved for critical applications, and work is coordinated for technical staff, with analytical support and guidance
- Departmental operating standards and procedures are developed and established
- IT infrastructure (servers, network, software) necessary to support administrative applications is developed, designed, specified and maintained
- Software patches are applied and/or new versions are installed as necessary
- Custom software is developed to facilitate integration between administrative applications
- Accurate and timely documentation is created and maintained
- End users are supported with any problems encountered

Essential Duties and Responsibilities:
- Responds to phone calls and e-mails from users of the administrative applications and services
- Recommends software alternatives to achieve maximum database utilization
- Runs all software patch updates, maintains current level of function and follows up as needed
- Maintains and supports OS servers (AIX, Linux, Windows) running administrative production applications
- Performs problem determination in a heterogeneous, multiple-server distribution of network applications
- Guides users in formulating requirements; advises on alternatives and on the implications of new or revised computer systems/applications technology
- Performs the analysis, design, programming, timely implementation, and testing of applications projects
- Provides on-call support for critical computer applications problems and issues

Secondary Responsibilities:
- Documents and refines existing processes
- Assists end users with other software problems – i.e. Outlook, Word, Excel, Internet Explorer
- Creates appropriate training materials and related documentation for end users

Positions Supervised:
- None

Major Contacts:
- Registrar
- Faculty
- IT Director
- IT Assistant Directors
- CIO
Position’s Major Contacts (continued):
• Director of Finance
• Director of Public Safety
• Director for Advancement Services and the SMC Fund
• Director of Institutional Research and Communications
• Director of Special Events
• Staff
• Students and their parents
• Technical Support and Sales Representatives with various software vendors
• Technical consultants from Datatel

Demonstrates Excellence:
• Shows commitment to the Information Technology department’s mission of providing a robust technology environment for the students, faculty and staff of Saint Michael’s College.
• Understands the important role of the department as primary information technology provider on the SMC campus.
• Demonstrates a sound understanding of academic and business processes/cycles that the department supports.
• Displays an awareness of how the technologies deployed by the department affect those who use them.
• Clearly understands the impact of change on customers and vendors/partners.
• Creates stimulating, proactive communication plans and consistently completes projects on time and on budget.
• Takes on new challenges willingly to enhance services provided by the department and for the betterment of the College.
• Assumes responsibility for outcomes and takes appropriate action to ensure individual and team success.
• Remains open to continuous evaluation and improvement at all times.
• Discerns what is timely and necessary and how one request may impact another area of end users.

Education and Work Experience:
• Bachelor’s degree or equivalent combination of education and experience.

Analytic Skills:
• The ability to assess the results of various analytical techniques in order to identify cause-and-effect relationships and then develop plans to change a situation.

Language and Literacy Skills:
• Reads and interprets a wide range of information. May interpret documents to others. Regularly writes reports and correspondence. Able to shift writing style as needed for different audiences. Regularly explains policies, listens to questions, responds, and problem solves. Speaks to individuals and small groups effectively.

Computer/Technology Skills:

<table>
<thead>
<tr>
<th>Software</th>
<th>Level</th>
<th>None</th>
<th>Working Knowledge</th>
<th>Intermediate</th>
<th>Highly Proficient</th>
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<tbody>
<tr>
<td>Microsoft Word</td>
<td></td>
<td>None</td>
<td>Working Knowledge</td>
<td>Intermediate</td>
<td>Highly Proficient</td>
</tr>
<tr>
<td>Microsoft Excel</td>
<td></td>
<td>None</td>
<td>Working Knowledge</td>
<td>Intermediate</td>
<td>Highly Proficient</td>
</tr>
<tr>
<td>Microsoft Publisher</td>
<td></td>
<td>None</td>
<td>Working Knowledge</td>
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<td>Highly Proficient</td>
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<tr>
<td>Microsoft Powerpoint</td>
<td></td>
<td>None</td>
<td>Working Knowledge</td>
<td>Intermediate</td>
<td>Highly Proficient</td>
</tr>
<tr>
<td>Microsoft Outlook</td>
<td></td>
<td>None</td>
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</tr>
<tr>
<td>Adobe Photoshop</td>
<td></td>
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<tr>
<td>Adobe Acrobat</td>
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<tr>
<td>Quark</td>
<td><em>x</em></td>
<td>None</td>
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<tr>
<td>Datatel</td>
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</tr>
<tr>
<td>Internet Research</td>
<td></td>
<td><em>x</em></td>
<td>Working Knowledge</td>
<td>Intermediate</td>
<td>Highly Proficient</td>
</tr>
</tbody>
</table>

Other:
• Visual Basic, PERL, SQL, TCP/IP, Java, ASP, PHP, Unix/Linux Korn/C Shell (highly proficient).
• Apache/IIS/HTTP servers, Application Servers (J2EE or related), HTML (highly proficient).
• Database technologies: Essbase, MS Access, MySQL MS-SQL, UniData (highly proficient).

Licenses, Certifications and Other Requirements:
• None required.
Physical Demands:
Work is often performed in a typical office environment requiring:
- Sitting in a normal seated position for extended periods of time
- Reaching by extending hand(s) or arm(s) in any direction
- Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
- Communication skills using the spoken word
- Vision sufficient to see within normal parameters
- Hearing sufficient to hear within normal range
- No or very limited physical effort
- No or very limited exposure to physical risk

While performing the duties of Middleware Developer, occasionally the employee is required to lift up to 10 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.

Additional Requirements for the Job:
- Availability to work some weekends and evenings at the start of new semesters, when incidents occur off hours and as requested by management
- Capacity for occasional overnight travel for conferences, training and meetings

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.