

Saint Michael's College Job Description

Job Title: Enterprise Applications Systems Administrator

Department: Information Technology

Supervisor: Associate Director Applications & Analytics, IT

Status/FLSA: Full-time Regular/Exempt

Salary Range: \$60,000 - \$65,000

Date Created: October 24, 2025

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 Objective:

The Enterprise Applications Systems Administrator supports the college's administrative and reporting systems that help campus offices operate efficiently. This role assists with the installation, maintenance, and improvement of enterprise software, provides user support, and helps coordinate integrations between systems. The Administrator works closely with IT colleagues and campus departments to learn, document, and enhance key technology tools that serve the college community.

Essential Duties and Responsibilities:

- Assist with the installation, configuration, and maintenance of administrative software applications.
- Learn to support and manage enterprise systems (such as the student information system, reporting tools, and related integrations).
- Respond to user requests through the helpdesk system, phone, or email, providing timely and courteous assistance.
- Troubleshoot application issues and work with IT staff or vendors to resolve them.
- Help apply software updates, test new versions, and document changes.
- Create and maintain clear documentation for system processes, configurations, and end-user instructions.
- Collaborate with campus offices to understand workflows and identify opportunities for software improvements.
- Participate in cross-functional IT projects and learn how applications support institutional operations.
- Contribute to a positive, service-oriented culture within IT and across the college.

Secondary Responsibilities:

- Assist in training end users and developing simple guides or tutorials.
- Support data integrations and reporting processes under the guidance of senior staff.
- Help refine and document departmental standards and procedures.
- Perform other duties as assigned.

Positions Supervised:

- None

Major Contacts:

- Associate Director of Applications and Analytics, Director of Information Technology, Information Technology Staff
- Applications & Analytics Team
- Finance, Human Resources, Registrar's Office
- Faculty, Staff
- Technical consultants and managed service providers

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
- 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
- 2-3 years' experience in applications administration or platform support

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:

Required Skills

- General understanding of computer systems, applications, and data concepts.
- Experience with application administration
- Strong problem-solving and troubleshooting skills.
- Willingness and ability to learn new technologies and software platforms.
- Excellent customer service and communication skills with a collaborative, team-focused attitude.
- Good organizational skills and attention to detail in documentation.
- Proficiency with Microsoft Office/Microsoft 365 tools.

Preferred Skills

- Familiarity with enterprise or administrative systems (e.g., Colleague, CRM, or reporting platforms).
- Basic SQL or scripting experience.
- Understanding of integrations or APIs.
- Awareness of IT security and data privacy practices.
- Experience working in a college or other service-oriented environment.

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 duties, 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.
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