Complete and submit this form, along with any supplemental documentation, to the Office of the President by 5:00pm on the seventh day prior to the Board meeting.

Date of Board Meeting: **August 15, 2023**

Subject: Approve the reorganization of the Institutional Research and Enterprise Applications Office.

Recommendation:

Approve the reorganization of the Office of Institutional Research (IR) to better serve the applications support and reporting needs of the institution. This reorganization would consist of the expansion of duties for the current Research Analyst position, resulting in an exempt position In addition, the job responsibilities for the Functional Analyst position will be rewritten to provide more appropriate support and allow for cross-training with in the IR department.

Background and Rationale: Following a comprehensive review of the current roles, responsibilities, and expectations of the Office of Institutional Research and Enterprise Applications, it was determined that the job responsibilities and experience levels for both the Research and Functional Analyst should be revised. This reorganization would consist of the expansion of duties for the current Research Analyst position, resulting in an exempt position In addition, the job responsibilities for the Functional Analyst position will be rewritten to provide more appropriate support and allow for cross-training with in the IR department.

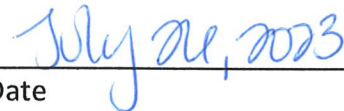**Cost and Budgetary Support:**   No cost to the institution.

Strategic Priority Alignment:
☐ Student Success   ☐ Community Impact
☑ Resource Optimization   ☑ Institutional Excellence

Resource Person(s):   Dr. Amanda Allen; Vice President of Strategy, EM, & Technology
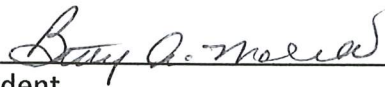
Signatures:

_____
Cabinet-Level Supervisor

_July 26, 2023_____
Date

President's Approval:

_____
President

_7-26-23_____
Date

POLICY DB (LOCAL)
08/01/2020

Wharton County Junior College

Vice President of Strategy, Enrollment Management, and Technology

Organizational Chart

Revised 07/19/23

Amanda Allen, Vice President of Strategy, Enrollment Management, and Technology

Lacy Jones, Admin Assistant to the Vice President

Leslie Kolojaco, Director of Financial Aid
- Cybersecurity Management, Columbia Advisory Group (CAG)
- Nessa Rolf, Financial Aid Secretary
- Priscilla Salas, Financial Aid Coordinator/Counselor- Richmond
- Lori Blust, Financial Aid Coordinator/Counselor- Sugar Land
- Rachel Cavazos, Assistant Director of Financial Aid
  - Ramona Petrosky, Financial Aid Work Study Specialist
  - Selena Schmidt, Financial Aid Quality Control Specialist
  - Ramonica Cortez, Financial Aid State Programs Specialist

Robby Mathews, Director of Networking and Server Services
- Tam Hoang, System Administrator
- Shane Benich, Junior System Administrator
- Duy Trinh, Banner System Administrator
- Robert Falco, Help Desk Manager
- Lori Saucedo, Associate Help Desk Manager
- Pisal Var, IT Technician
- Tommy Regan, IT Technician
- Seth Bailey, IT Technician
- <Vacant>, IT Technician

Cindy Mahalitc, Coordinator of Grants Management & Compliance

Tina Kollmann, Coordinator of Testing
- Amanda Schulze, Testing Technician- Wharton
- Kamica Hampton, Testing Technician- Sugar Land

Jerry Martinez, Dean of Enrollment Management and Registrar

Armando Palomino McClure, Coordinator of Recruitment
- Jorge Arroyos, College Recruiter
- Chelsea Korenek, College Recruiter
- Sarah Lynch, College Recruiter

Angela Manna, Admissions Officer
- Leticia Castillo, Assistant Admissions Officer
- Kelly Crosson, Assistant Admissions Officer
- Jasmine Montalvo, Assistant Admissions Officer
- Stacey Guidry, Assistant Admissions Officer
- Courtney Lamensky, Assistant Admissions Officer

Emily Voulgaris, Assistant Director of Student Records
- Emma Hermes, Graduation Specialist
- Jennifer Rychlik, Transcript Analyst
- Marilyn Posey, Transcript Analyst
- Brittany Horner, Assistant Student Records Officer
- Marla Martinez, Assistant Student Records Officer

Tessa Mathews, Director of Institutional Research and Enterprise Applications
- Lea Anna Kostelnik, Senior Research Analyst
- <Vacant>, Research Analyst
- Allyson Chuc, Senior Functional Analyst
- <Vacant>, Functional Analyst

Wharton County Junior College

JOB DESCRIPTION
Human Resources Department

JOB TITLE: Research Analyst	**FLSA:** Exempt **GRADE:** A-15 **NBAPOSN:** SPC015
LOCATION: Administration Building, Room 210, Wharton Campus	**EFFECTIVE DATE:** July 19, 2022 **REVISION DATE:** July 10, 2023
REPORTS TO: Director of Institutional Research and Enterprise Applications	

PURPOSE AND SCOPE:

The Research Analyst organizes, formats, and prepares a wide range of spreadsheets, graphs, and research projects in the Office of Institutional Research. The position also assists with the support and maintenance of all of the College enterprise applications. In addition, the position assists in gathering information, maintaining files and documentation of research, tracking progress of projects, and assisting with the support and maintenance of all of the College enterprise applications.

ESSENTIAL JOB FUNCTIONS:

1. Prepares reports and maintains the integrity of applications through problem detection, resolution, and prevention techniques.

2. Develops reporting solutions using appropriate technology tools. Develops and maintains programs to ensure data integrity and to extract data from College databases along with creating custom reports.

3. Participates in planning, implementation, and maintenance of current and new applications and interfaces. This includes but is not limited to regular system updates for software patches or additions/changes that need to be made to Banner or Self-Service Banner..

4. This position produces and maintains survey instruments, including scan-able forms and web surveys.

5. Provides "tier-two" support for ERP related issues along with assisting functional end-users in analyzing business processes and adapting those processes to work within enterprise applications. Develops and maintains PL/SQL programs to research and correct problems within the College's information systems.

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6. Develops reporting solutions using appropriate technology tools. Develops and maintains programs to ensure data integrity and to extract data from College databases along with creating custom reports.

7. Analyzes business requirements and assist in implementing solutions in the various enterprise systems, including in the gathering, preparation, and submission of IPEDS, SACSCOC Institutional Profile, THECB CBM data files and other reports required by state and federal agencies.

8. Assists in the development and maintenance of complex integrations between various enterprise applications in use at the College.

9. Monitors and participates in relevant listservs, training opportunities, user groups, publications and professional groups to maintain a strong knowledge of developments to support the functional areas.

10. Cross-trained to provide backup support for functional analysis, as needed.

11. Performs other duties as assigned.

KNOWLEDGE, SKILLS, EXPERIENCE:

Associate Degree in Computer Science, Computer Information Systems, Management Information Systems, or closely related field or four years of related experience or a combination of education and work experience is required. Educational or work experience with relational databases such as Oracle SQL/PLSQL, Microsoft Access, Microsoft Excel, or XML is required.

A criminal background check is required.

SUPERVISION OF OTHERS

 This position does not have supervisory responsibilities.

SUPERVISON AND DIRECTION RECEIVED

The Research Analyst is responsible and accountable to the Director of Institutional Research and Enterprise Applications for fulfilling the objectives, standards, and duties listed in this document. Guidance for the performance of duties outlined in this job description comes from the policies and regulations of the college and any other applicable federal, state, and local statutes, ordinances, codes, rules, regulations, or directives.

EQUIPMENT USED:

This position uses a PC workstation running in a Microsoft Windows environment, calculator, phone, and other general office equipment.

CONTACTS:

The *internal contacts* of this position are with this position's supervisor and on occasion, other administrators, faculty and staff.

COMPLEXITY/EFFORT:

This position requires a strong ability to present findings in written and graphic form, ability to meet reasonable deadlines, effective written and verbal communication skills with a strong commitment to service. This position requires the ability to work independently as well as collaboratively with others. The position involves ability to maintain confidential information with a demonstrated commitment to the mission of a comprehensive community college. This position requires excellent communications skills, interpersonal skills, and the ability to work on collegial teams. The incumbent in this position must be detail oriented, have the ability to handle emergency situations as they arise in the office, have the ability to work on a number of projects simultaneously and prioritize workloads. This position requires the incumbent to have the ability to read and interpret departmental policies, procedures, and instructions; have the ability to hear and understand oral instructions from supervisor; have sufficient manual dexterity to prepare letters, reports, graphics, and other data on the computer; and have the ability to operate equipment in office.

WORKING CONDITIONS:

Work is performed by this position is primarily in a climate-controlled open office environment with computers with minimal exposure to safety hazards. Infrequent travel and occasional use of a personal vehicle is required. Job duties require little physical effort with light lifting required for filing and shredding. Exposure to natural atmospheric conditions such as dirt and dust, etc. may be required.

LAST MODIFIED: July 10, 2023

_____   _____
Employee's Signature   Date

_____   _____
Supervisor's Signature   Date

_____
Initials

JOB TITLE: Functional Analyst	FLSA: Exempt GRADE: A-15
	NBAPOSN: ITS001, ITS002, ITS003, ITS004
LOCATION: Administration Building, Wharton Campus	EFFECTIVE DATE: September 1, 2004
	REVISION DATE: July 10, 2023
REPORTS TO: Director of Institutional Research and Enterprise Applications	

PURPOSE AND SCOPE:

The Functional Analyst assists with the support and maintenance of the Ellucian Banner system modules and other enterprise applications. This position analyzes user requirements, procedures, and problems to automate processing or improve existing computer information systems and develop reports. In addition, the position assists in gathering information, maintaining files and documentation, tracking progress of projects, and maintaining a calendar of meetings and deadlines. The position reports to the Director of Institutional Research and Enterprise Applications.

ESSENTIAL JOB FUNCTIONS:

1. Assists in maintaining the integrity of applications through problem detection, resolution, and prevention techniques.

2. Participates in planning, implementation, and maintenance of current and new applications and interfaces. This includes but is not limited to regular system updates for software patches or additions/changes that need to be made to Banner or Self-Service Banner.

3. Provides "tier-two" support for ERP related issues along with assisting functional end-users in analyzing business processes and adapting those processes to work within enterprise applications.

4. Develops and maintains PL/SQL programs to research and correct problems within the College's information systems.

5. Assists with the use of tools such as cron, Automic, and Windows Task Scheduler, automate current and future processes, and develop program/scripts to assist in the automation of current and future processes.

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Initials</div>

6. Assists with the integration of Banner with other information systems such as report archiving, email, web portals, learning management systems and other information systems.

7. Collaborates with the Banner Team on programming tasks, security requirements, upgrades and modifications and the impact on the information system as a whole.

8. Assists in the development and maintenance of functional documentation and training materials and assists in the training of users to operate programs and provides technical assistance.

9. Cross-trained to provide backup support for state reporting functions.

10. Responsible for other duties as assigned by supervisor.

KNOWLEDGE, SKILLS, EXPERIENCE:
Associate Degree in Computer Science, Computer Information Systems, Management Information Systems, or closely related field or four years of related experience or a combination of education and work experience is required. Educational or work experience with relational databases such as Oracle SQL/PLSQL, Microsoft Access, Microsoft Excel, or XML is required.

A criminal background check is required.

SUPERVISION OF OTHERS:

This position does not have any supervisory responsibilities.

SUPERVISION AND DIRECTION RECEIVED:

The Functional Analyst is responsible and accountable to the Director of Institutional Research and Enterprise Applications for fulfilling the objectives, standards, and duties listed in this document. Guidance for the performance of duties outlined in this job description comes from the policies and regulations of the college and any other applicable federal, state, and local statues, ordinances, codes, rules, regulations, or directives.

EQUIPMENT USED:

Personal computer workstation running in a Microsoft Windows environment, calculator, phone, and other general office equipment.

CONTACTS:

Internal contacts with administrators, faculty and staff.

COMPLEXITY/EFFORT:

Ability to read and interpret departmental policies, procedures and instructions. Ability to hear and understand staff and public inquiries, supervisor's oral instructions, and emergency announcements. Sufficient manual dexterity to prepare reports, graphics, letters, and other data on the computer. Meet the public in situations requiring tact, diplomacy and poise. Professional working relationships, both with the college and with the general public require the incumbent to maintain a high degree of judgment, tack, and discretion at all times. Work requires characteristics supported by collaborative work efforts with external and internal customers in a collegial atmosphere. Demonstrated commitment to the mission of a comprehensive community college. Must be detail oriented. Ability to handle emergency situations as they arise in the office. Ability to work on a number of projects simultaneously and prioritize workloads.

WORKING CONDITIONS:

Work is performed primarily in a climate-controlled open office environment shared with others with computers with minimal exposure to safety hazards. Exposure to natural atmospheric conditions such as dirt and dust, etc.

LAST MODIFIED: July 10, 2023

_____   _____
Employee's Signature   Date

_____   _____
Supervisor's Signature   Date

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Initials