

# International Admissions Systems Integration Manager

## Company Background

INTO University Partnerships, (INTO) a large, privately owned corporation with a powerful, worldwide presence in the international student recruitment field collaborates with leading universities to provide international students with a personalized and highly supportive learning environment in which to acclimatize to life on a US university campus and prepare for long-term academic success. Since 2006, INTO has launched partnerships to internationalize universities in the US, UK and Asia, including Oregon State University, University of South Florida, Colorado State University, Marshall University, Drew University, George Mason University, Saint Louis University, the University of Alabama at Birmingham, Washington State University, Suffolk University, Illinois State University and Hofstra University.

INTO University of South Florida (INTO USF), located on the Tampa Campus, is a 50/50 partnership between INTO University Partnerships (IUP) and the University of South Florida (USF). The partnership was established in January 2010 to help drive the University's internationalization agenda with the intent of raising its brand and profile, establishing itself as an international research-intensive university and transforming the profile of its international student body as well as enhancing the overall experience for all students, international and domestic. The partnership established and operates a university-based international pathway center that serves international students in a variety of Pathway and English language programs. INTO USF's objective is to recruit international students and help them acquire the English ability they need to matriculate to and be successful at USF.

## Position Summary

The International Admissions Systems Integration Manager will work to implement, manage, develop and/or monitor systems and system needs for both INTO USF and USF International Admissions, as required.

This role will take ownership of assigned systems, processes, and technical requirements for the development of robust integration process methodologies. This role will be actively involved in the development, delivery, maintenance, and support of systems to provide excellent service with respect to in-house initiatives, new and legacy center processes, and project management tasks. The Systems Integration Manager will be responsible for ensuring any issues are resolved with the relevant INTO and/or Partner technical teams and providing leadership with problem management plans and activities to remove any further incidents.

This role will be a blend of project management, technical support for issues encountered engaging on the various interfaces, strategic integration development, support and escalation of any issues encountered both on the service or the ability for the partner to access the service and to provide insight into any weaknesses or improvements that can be implemented in order to develop the service further. The role will also be responsible for creating and updating any Standard Operational Procedures to manage the service by working closely with their Global IT peers. This role may have staff management responsibilities to ensure internal service needs are met or exceeded on a regular basis. This role will also be involved in generating reports from various systems.

## Duties and Responsibilities

### Development and Integration:

Develop and support complex custom applications for INTO USF and USF International Admissions using: tools like Visual Studio 2015/2017 and SQL Server Management Studio; frameworks like ASP.Net MVC, ASP.NET Web API, AJAX, and Entity Framework; languages like Javascript, C#, T-SQL, and PowerShell; and cloud computing and virtual machine technology and concepts. -Develop & maintain systems & processes facilitating the integration of multiple data sources. These sources may include SQL and Oracle based systems including Salesforce, Banner, Sunopsis, BDMS and others. These integrations processes are built using languages and tools like Powershell, Javascript, C# console applications, SQL stored procedures, Jitterbit, WinAutomation, XML, and JSON. -Use data whse, DB languages and related tools (MS SQL Server Mgmt Studio, Oracle Developer) to support regular and ad-hoc reporting from Salesforce, SQL Server, Banner & other systems as appropriate. -Analyze user system and application needs, determine and evaluate potential solutions, develop system specifications and requirements, & design application programs to meet the requirements. -Responsible for all coding, testing and documentation. Manage planned and unanticipated issues arising during project development, and implementation.

#### **Policy and Documentation:**

Develop and maintain IT processes, procedures, and standards for both INTO USF and USF International Admissions, with an eye towards ensuring useful, accurate and readily accessible data. Maintain ownership of system documentation in Confluence, including the management of structure, template, and building/maintaining technical documentation. This documentation will include process flows and transformational data mappings, as well as data dictionaries for various sources.

#### **Support:**

Manage relationships with INTO and University stakeholders to ensure that technical needs are being met on all sides. Work with numerous stakeholders to analyze existing systems and recommend required maintenance and/or changes. Work to determine system needs in terms of development and purchasing. Monitor systems to ensure uptime and achieve optimum performance levels.

## **Qualifications**

#### **MINIMUM:**

- Bachelor's degree in Computer Science, MIS or other field involving software and analytical training, and four years of IT related work experience, OR a Bachelor's degree with no specific required field and five years of IT related work experience, OR a Master's degree and three years of IT related work experience, OR a combination of eight years of IT related work experience and validated training. Preparation for a relevant IT certification is considered to be related training.

#### **PREFERRED:**

- Experience with SunGard's Banner Student Information System (or similar) and related academic systems such as Blackboard, etc. Knowledge of and experience with relational databases such as Oracle, SQL Server, Data Warehousing
- Knowledge of and experience with transformation and integration tools & techniques like Jitterbit, XML, CSV, EDI, as well as technologies and structured programming techniques
- Basic understanding of network technologies (ie. VPNs, ports, cloud technologies, virtual machines)
- Knowledge of Customer Relationship Management systems like Salesforce or something similar
- Professional employment that demonstrates progressive experience and responsibility in information systems, project management, database technologies, programming skills and shared systems.
- Two years experience with basic programming skills such as object-oriented design and scripting

## **Special Skills/Training:**

- Ability to multi-task and work in a collaborative team environment and to work cooperatively with others.
- Ability to lead, manage, and influence positively to obtain goals in line with company expectations
- Strong interpersonal skills and ability to communicate effectively with technical staff as well as non-technical users.
- Superior project management experience, including a track record of completing projects on time and within budget.
- Superior abilities in problem analysis and resolution
- Understanding of principles of application architecture (i.e., client-server, n-tier, etc.)

- Strong ability to analyze processes and gap analysis
- Strong ability to size initiatives, develop timelines, and execute on them in a timely fashion
- Strong ability to focus on not only what's delivered but also how it's delivered
- Strong verbal and written communications skills

## Location

This position will be located at INTO USF on the Tampa campus of the University of South Florida. Candidates for this position should be willing to travel domestically, with the potential for international travel as well. Travel time will not exceed 15%. In addition, this candidate may have to coordinate and attend meetings with team members located outside of US time zones on occasion.

## Reporting line:

This position will report to the Director of Operations at INTO USF with a matrix reporting line to the Director of North America Systems for INTO University Partnerships.

## Salary

\$70k-\$80k

## How To Apply

To be considered for this position, please click the following link to submit your cover letter and resume.

[https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=784f8d56-cd0b-4d3e-a1ac-d483f8f0a37e&cclid=19000101\\_000001&jobId=51434&source=CC2&lang=en\\_US](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=784f8d56-cd0b-4d3e-a1ac-d483f8f0a37e&cclid=19000101_000001&jobId=51434&source=CC2&lang=en_US)

This is a university-Paid position

**INTO USF and INTO University Partnerships provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. INTO USF and INTO University Partnerships complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities.**