



Montcalm Community College

Title: ITS Systems Analyst	Department: Information Technology Services
Employee Group: Administration	Employee Classification (if applicable): N/A
Immediate Supervisor: Director of Information Technology Services	Supervises: N/A
Hours: 40	EX/NE: Exempt

General Description: This position is charged with implementing, maintaining, and integrating management information systems including SIS, student retention, financial aid, electronic forms and document management.

Position Duties/Functions:

1. Plan and coordinate upgrades and software support for systems.
2. Monitor and report metrics on systems.
3. Ensure that the systems are being used efficiently to accomplish the college goals.
4. Monitor backups and disaster recovery preparation of systems.
5. Support end-users of the system by creating and maintaining business intelligence dashboards and reports, releasing maintenance and upgrade plans, and SQL queries.
6. Establish and maintain logging of feature requests, ongoing issues and support calls for systems.
7. Support end users on the system ensuring they are constantly aware of new functionalities and efficient usage of supported systems.
8. Responsible for effective user support, training, troubleshooting and problem / issues resolution.
9. Ensure service desk staff is trained to take calls and assist with systems.
10. Develop and maintain procedures, guides, handouts, and other technical documentation as needed.
11. Determine and implement industry best practice security on all managed applications and databases.
12. Maintain data dictionary of information in systems.
13. Document and maintain roles for access controls in management systems.
14. Create and maintain administrative systems integrations.
15. Create and support federal and state reporting processes.
16. Other duties as assigned.

Required Qualifications:

1. Bachelor's Degree in related field or equivalent experience.
2. Good written and verbal communication and customer service skills.
3. Sound database, SQL, and reporting knowledge.
4. Strong knowledge and experience with creating and managing system integrations using APIs, webhooks, etc.
5. Experience with Business Intelligence dashboards and report development.
6. Ability to analyze, troubleshoot business processes and apply information systems solutions.
7. Ability to create and maintain documentation and training programs.
8. Ability to effectively prioritize and plan projects for short and long term departmental / collegiate goals.

REMUNERATION:	\$55,000 - \$63,000 (Determined by experience)
APPLICATION DEADLINE:	July 1, 2025 @ 4 PM
START DATE:	Approximately August 1, 2025
METHOD OF APPLICATION:	Online application at www.montcalm.edu/employment. Attach your cover letter, detailed resume, transcripts, and three reference letters.

It is the policy and practice of Montcalm Community College to provide equal educational and employment opportunities regardless of race, sex, pregnancy, color, religion, national origin or ancestry, age, marital status, height, weight, disability or veteran status, or genetics in all programs, activities, services, employment and advancement including admissions to, access to, treatment in, or compensation in employment as required by state and federal law. In addition, no person, on the basis of sexual orientation, gender identity, or gender expression shall be discriminated against in educational programs, activities, or admissions. Arrangements can be made to ensure that the lack of English-language skills is not a barrier to admission or participation.