

Nipissing University

Job Description

JOB TITLE:	ERP Developer/Analyst
DEPARTMENT:	University Technology Services
CLASSIFICATION:	Technologist F
WAGE GRADE:	110
EMPLOYMENT DEFINITION (STATUS):	Full-time Support
SUPERVISOR (POSITION TITLE):	Manager, Applications & Infrastructure
DATE LAST REVISED:	May 2026

SUMMARY OF FUNCTIONS:

Reporting to the Manager of Applications & Infrastructure, the ERP Developer/Analyst is responsible for developing, customizing, and maintaining ERP applications and modules. This role involves programming, scripting, and integrating systems, as well as supporting reporting and business intelligence initiatives. Key responsibilities include database administration, application security, compliance, testing, documentation, and participation in system planning and implementations. The position requires troubleshooting issues, developing automation, ensuring secure data exchange, and providing technical support to optimize workflows and enhance user experience. Continuous learning, contributing to modernization efforts, and preparing for future SaaS migrations are essential to meet the evolving needs of the University.

DUTIES & RESPONSIBILITIES:

ERP Development, Support & Modernization

(40%)

- Design, develop, customize, and maintain Ellucian Colleague ERP applications and modules
- Analyze business requirements and translate them into technical solutions
- Enhance workflows and develop new functionality to improve efficiency and user experience
- Collaborate with departments to deliver tailored ERP solutions
- Perform code reviews, testing, and quality assurance
- Document technical specifications and configuration changes
- Troubleshoot and resolve complex application issues
- Support core cross-functional projects by bridging UTS technical expertise, consultant recommendations, vendor capabilities, and departmental objectives
- Identify, create, and contribute to the implementation of automation and process improvements
- Ensure development adheres to security standards and institutional policies
- Participate in planning and preparing for migration to SaaS-based platforms

AI, Automation & Business Intelligence

(20%)

- Explore and implement AI-driven solutions to enhance workflows and reporting
- Leverage machine learning and predictive analytics for operational efficiency
- Integrate AI capabilities into business intelligence tools for advanced insights
- Develop and maintain automation processes for repetitive tasks

- Design, develop, and maintain BI dashboards and reports using appropriate tools
- Develop robust ETL/CRUD processes for data accuracy and timeliness
- Provide ad hoc reporting services and predictive analytics
- Ensure compliance with data governance and security protocols
- Optimize reporting workflows and introduce automation

System Maintenance, Updates & Security

(20%)

- Perform vendor-delivered software updates, patches, and hotfixes for system stability
- Participate in operating system updates and security patches
- Monitor system health and proactively identify potential issues
- Maintain documentation of update schedules and system changes
- Test updates prior to deployment to the production environment
- Implement rollback and recovery procedures
- Stay informed about vendor release notes and new features
- Support user provisioning and deprovisioning, ensuring access aligns with ERP data as the system of record
- Implement and maintain application security, including user roles and permissions
- Work with the security team to conduct periodic audits and vulnerability assessments
- Analyze system performance metrics and generate reports to support ongoing optimization

Operational Support and Process Improvement

(20%)

- Serve as a technical resource for students and employees
- Provide hands-on assistance with ERP workflows and troubleshooting
- Develop and deliver training sessions, documentation, and user guides
- Offer guidance on best practices, new features, and system enhancements
- Maintain a knowledge base or FAQ for common ERP issues
- Stay current with new functionality, vendor updates, and technologies
- Participate in professional development and training
- Collaborate with stakeholders to refine strategies and support system evolution

Any other duties as assigned by supervisor

QUALIFICATIONS:

Education: Bachelor's degree in Computer Science, or equivalent.

Training and/or experience may be substituted for formal academic training at the discretion of Nipissing University

Training, Experience, Knowledge & Skills Required:

- Minimum 3 years of experience supporting and developing ERP systems, preferably Ellucian Colleague
- Provide a Criminal Record Check as a condition of employment (e.g., Must not have any criminal convictions for which a pardon has not been granted.)
- Proficiency in Envision Basic/UniBasic programming and Colleague Studio
- Experience with ERP security administration, including roles and permissions
- Strong SQL skills for reporting, data extraction, and troubleshooting
- Experience with business intelligence tools (e.g., Informer, Power BI) for dashboards and ad hoc reporting
- Working knowledge of C# for custom integrations and automation
- Experience with modern development IDEs for application design, coding, and debugging

- Proficiency in PowerShell scripting for system administration tasks
- Experience with RESTful APIs and system integrations
- Proficiency in modern JavaScript and frameworks such as React or Vue, and HTML and CSS, for building responsive and user-friendly web interfaces
- Ability to perform ERP software updates and coordinate OS patches
- Working knowledge of version control systems (VCS) skills (e.g., Git)
- Hands-on operational experience with Microsoft Azure Services
- Demonstrated proficiency with Microsoft 365 (M365) applications, including Outlook, Word, Excel, and Teams
- Experience supporting enterprise printing systems, including configuration and troubleshooting
- Experience using AI tools to support development, troubleshooting, and productivity
- Working knowledge of ITIL practices, including incident, change, and problem management, in an enterprise service delivery environment
- Experience with certificate management for applications and devices
- Strong troubleshooting skills for ERP workflows, integrations, and performance issues
- Excellent communication skills and ability to collaborate with functional and technical teams
- Organizational skills to manage multiple projects and adapt to changing priorities

RELATIONSHIPS/CONTACTS:

Supervised by: Manager, Applications & Infrastructure

Internal Contacts: Staff, faculty, students

External Contacts:

- Vendors
- Technical vendor consultants contacts at other colleges and universities
- Ministry analysts
- User groups
- External auditors

MATERIALS UTILIZED:

- Servers, workstations, mobile devices
- Operating systems
- Cloud and other service management tools
- Local Area Networks, Wi-Fi and the Internet
- Software development tools
- System level utilities and scripts
- Commercial and custom applications
- Microsoft 365
- AI-assisted tools (e.g., Microsoft Copilot, GitHub Copilot)
- Office Equipment
- Reference manuals
- Online sources of information such as search engines, blogs, forums, web pages and technical documentation

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:

- High degree of concentration and ability to work under pressure
- Long periods of time working at a computer
- Occasional overnight travel for training/conferences
- Occasional overtime hours for maintenance, troubleshooting or completion of tasks/projects

I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.

Employee Name (please print)

Employee

Date

Approvals

Supervisor

Date

Human Resources

Date