The Manager – Technical Support, in the Office of the Senior Vice Provost for Research, is responsible for managing projects within the Electronic Research Administration at Temple University (eRA@TU) project portfolio, including LDAP deployment, technical aspects of system configuration, maintenance and support for all servers deployed under the Office of the Senior Vice Provost for Research umbrella.

The incumbent is responsible for scheduling and deliverables within projects, and for all interfaces into and out of eRA@TU to other University systems of record. Sets technical priorities and timelines and has autonomy to troubleshoot and solve problems within areas of responsibilities. Utilizes InfoEd product suite to perform timely and efficient software upgrades to enterprise-wide software installation. Develops new and innovative design for software interfaces. Manages system security plans and activities using LDAP security protocol. Maintains the Office of the Senior Vice Provost for Research server array; Oracle database instances; and other hardware/software issues. Makes recommendations on desktop software purchases. Serves as a key technical liaison to the Computer Services Department and acts as an expert resource for complex IT issues, troubleshooting and training. Develops and upgrades web-based software applications, and reporting systems for the Temple University research community. Designs and develops eRA@TU data warehouse for university wide proposal information utilizing Oracle and Cognos report writing systems. Provides university-wide onsite support for new servers pertaining to eRA@TU. Interacts with Temple University departments and represents the department in terms of a technical standpoint during university wide initiatives. In addition, the incumbent is responsible for the department’s website design and maintenance; training new unit staff on IT procedures; and for ongoing eRA to Banner integration processes. Performs other duties as assigned.

Required Education and Experience:

Bachelor’s Degree and at least three years related IT experience. An equivalent combination of education and experience may be considered.

Required Skills and Abilities:

\*Experience working with electronic research administration products, such as, InfoEd; Cayuse; COEUS or similar research administration product package.

\*Demonstrated ability to work with portal technologies.

\*Demonstrated ability to create efficient, re-useable, standalone and/or integrated applications and utilities, such as, billing, financial and compliance reporting systems.

\*Demonstrated expertise in database design/normalization, data flow modeling, systems implementation, testing methodologies and software development lifecycles.

\*Working knowledge of ASP, XML, Java, JavaScript, Oracle.

\*Working knowledge of the following operating systems in the areas of installation, configuration and operation: Linux, Windows, Unix.

\*Demonstrated ability to manage web design and web maintenance processes.

\*Demonstrated knowledge of enterprise-wide software installation.

\*Demonstrated ability to implement software security systems, including web and network security systems.

\*Demonstrated experience with software applications, including Access, VB, VB Scripting.

\*Demonstrated communication, interpersonal and customer service skills, including the ability to effectively interact with a diverse constituent population.

\*Demonstrated analytical and problem solving skills.