Duke University Position Available (SISS)

Functional Analyst and Quality Control Specialist
Duke University’s SISS (Student Information Systems & Services) Office seeks a person to fill a leadership role in providing functional testing and quality control to its enterprise level applications, most particularly PeopleSoft and ImageNow. This person will work with a team of functional professionals who are liaisons between the University central offices (Bursar, Registrar, Financial Aid, etc.) and schools and Duke’s Office of Information Technology. Therefore, this position requires not only good technical skills, but also excellent oral and written communication skills.

Position Summary:
- Develops and implements functional testing scripts, both manual and automated, for quality control during systems updates and other releases.
- Anticipates testing needs as new programs and processes are developed in these areas.
- Works with the technical staff on performance testing of targeted functions.
- Trains power users across the areas in acceptance testing protocols and strategies in enterprise software processes.
- Provides high level troubleshooting for enterprise system processes and set up issues, and new development.
- Builds consensus on shared testing needs across schools.
- Ensures that required interfaces with other systems and internal and external organizations are tested and maintained.
- Promotes and directs future systems enhancement and development testing as needed.

EXPERIENCE & SKILLS:
- Experience with PeopleSoft Applications preferred
  - Familiarity with PeopleTools, Application Designer
  - A functional application knowledge (Campus Solutions preferred)
- Experience with ImageNow a plus
- Experience with Testing Tools (Mercury, Rational, etc.)
- Experience with developing testing plans
- Ability to quickly understand integration with other systems (ImageNow, R25, etc.)
- Experience in Higher Education environment a plus
- Excellent communication skills

EDUCATION:
- Three years functional/systems testing support required
- Bachelor’s degree or equivalent preferred

Please submit a cover letter and resume to kathy.pfeiffer@duke.edu. Also, apply to Duke HR at http://www.hr.duke.edu/jobs/apply/external.php, requisition number 400449848.