

MARANATHA BAPTIST UNIVERSITY
Job Description

JOB TITLE: Enterprise Systems Administrator

DEPARTMENT:	Information Technology	SUPERVISOR:	IT Director
EMPLOYEE NAME:		EMPL CLASS:	S1 Staff-Exempt
PREPARED BY:	Ken Banks	REVIEWED:	May 14, 2026

Summary:

The Enterprise Systems Administrator is responsible for the installation, configuration, maintenance, operation, and security of enterprise administrative and academic information systems, including Maranatha's Enterprise Resource Planning (ERP), Student Information System (SIS), ERP portal, database management systems (DBMS), interface to Salesforce, and other enterprise information systems.

Essential Duties and Responsibilities:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

SYSTEM ADMINISTRATION

- Manages the implementation and support of Maranatha's ERP/SIS software package (currently Jenzabar J1), ERP portal (Jenzabar JICS), learning management system (Jenzabar eLearning), financial aid system (College Board PowerFAIDS), and other related systems (e.g., Salesforce, Moodle).
- Develops and maintains operational, procedural, and informational documentation for enterprise information systems and implemented security measures.
- Helps users utilize enterprise systems effectively; implements rollout of new features or products; and analyzes business processes and knowledge needs with an eye for continuing improvement.
- Installs system patches and upgrades as needed.
- Troubleshoots issues reported in enterprise systems, working with vendor support as needed to come to resolutions.

DATABASE MANAGEMENT

- Implements, maintains, and updates security measures to ensure the integrity of institutional data resources and prevent unauthorized access to information systems.
- Schedules and performs database backups; restores data from backups as needed; tests backups as well as database restore procedures.
- Monitors and modifies the performance of databases and database programs (performance tuning), establishes performance baselines and other benchmarks to ensure high performance.
- Troubleshoots problems on database servers and within database structures.
- Develops individual reports using SQL Server Reporting Services and other reporting tools, such as Appeon InfoMaker. Assists other campus report writers in the development of their reports as needed.
- Produces data exports and performs necessary SQL data transactions that end users are not equipped to perform (batch imports, batch exports, etc.).

PROJECT AND WORKFLOW MANAGEMENT

- Works with other departments to formulate tools, processes, and reports to meet the needs of their initiatives, including designing and implementing database table structures as appropriate.
- Develops and maintains data-entry and management forms and their related processing logic using a variety of software (e.g., FormAssembly, Jenzabar FormFlow, Google Forms).
- Develops and maintains scripts and processes to handle automation of scheduled and/or repeated tasks using a variety of tools (e.g., PowerShell, SQL stored procedures, SQL Agent jobs).

INTRADEPARTMENTAL RESPONSIBILITIES

- Works with Network Administrator to deploy new servers and upgrade existing infrastructure.
- Acts as backup for other departmental functions as needed.
- Assists in the planning of departmental budget, upgrades, and direction as needed.
- Part of departmental on-call rotation for limited after-hours support.

Other Duties & Responsibilities:

- Other duties may be assigned by the IT Director as needed.
- As an employee of Maranatha, you are expected to help accomplish the mission in ways that include but are not limited to leading students in prayer, giving Biblical advice, mentoring in spiritual matters, helping students develop Christian maturity, and teaching the Word of God. This leadership of students should be accomplished through direct communication with the students, and it must also be accomplished by the example you set in your personal life both at and away from the ministry.

Supervisory Responsibilities:

May supervise the Assistant Enterprise Systems Administrator.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

- Minimum of four years' combined related education and experience required.
- Minimum of two years' related work experience required.
- ERP administration experience and project management skills strongly desired.

SOFTWARE SKILLS

- Significant experience with Microsoft SQL Server, both administration and T-SQL development, and experience with SQL reporting tools is required.
- Familiarity with Windows Server 2016+, and Microsoft Active Directory is required.
- Experience with SQL Server 2019+ is required.
- Experience with SQL Server Reporting Services is strongly encouraged.
- Experience with Microsoft IIS, VMware vSphere, Salesforce administration, system interface technology, Brightspace LMS, and Jenzabar products would be preferred.
- Familiarity with programming languages (e.g., PowerShell, C#, PHP, JavaScript) and software development would be beneficial but not expected.

LANGUAGE SKILLS

- Ability to read, analyze, and interpret common technology industry journals, financial reports, and legal documents.
- Ability to respond to common inquiries or complaints from customers.
- Ability to effectively present information in verbal and written form-

ANALYTICAL SKILLS

- Excellent reasoning/logic skills required.
- Good understanding and application of algebra and arithmetic required.
- Understanding and application of statistics preferred.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is frequently required to use hands to finger, handle, or feel. The employee is occasionally required to stand; walk; sit; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually quiet. The job requires some evening and weekend work in response to needs of the systems being supported.

Evaluation:

Performance of this position will be evaluated by the Information Technology Director under the provisions of this description and the policies of the Maranatha Baptist University Staff Handbook.