



岗位说明书——软件与应用岗位

所属部门：信息技术中心 汇报机制:主管

岗位职责：

1. 监控办公自动化（OA）系统，负责 OA 系统的日常运维；协助 OA 系统新模块的开发和测试。
2. 配合教务和人事相关的 PeopleSoft 业务工作，以确保 PeopleSoft 系统中的员工/学生数据，流程和程序正常运行且符合实际业务。
3. 支持“最多跑一次系统”有关的问题或新的业务流程请求。及时与用户沟通并提供解决方案。维护“最多跑一次”系统操作手册，制定标准化业务流程说明。
4. 能担任中小型项目的项目负责人。确保软件与应用团队的合同，报告和文档能及时收集和归档；对软件与应用团队的会议进行记录并及时向直接主管提供会议纪要反馈。
5. 与教工，学生和各个部门保持沟通和联系；与各个部门建立积极的工作关系，以了解业务部门不断变化的业务需求。为终端用户提供一线 IT 支持，例如故障排除，配置设置并协助处理问题。
6. 完善软件与应用团队的最终用户文档，常见问题和解答(FAQ)并提供用户培训；可以制作培训指南或视频以进行培训。
7. 从事被分配到的其他 IT 有关工作。

必备条件：

1. 硕士学历，计算机科学、软件工程、教育技术或者其他涉及信息技术相关的专业。
2. 良好的中英语口语和书面沟通能力。英语六级 460 分，或者雅思 6 分，或托福 70 分以上。
3. 熟练掌握 Microsoft Office，尤其是 PowerPoint 制作。

优先条件：

1. 具有 ERP 系统（例如 PeopleSoft, SAP, Workday 等）运行、编程或编码方面的经验。
2. 具有教学相关系统（例如 PeopleSoft, Moodle, Blackboard 等）运行、编程或编码方面的经验。
3. 具有在多文化的国际团队中工作的经验，较强的组织和项目管理能力，能够在团队中良好地工作。
4. 具有 BPM 系统维护，管理，安装和配置方面的经验。
5. 熟悉 JAVA、PHP、Python、C 或者 H5 开发之一。
6. 掌握 SQL 基本语法，熟悉 Oracle, Mysql 等流行数据库。
7. 计算机软考软件应用相关专业中级以上证书。
8. 良好的分析能力，解决问题能力和时间管理能力。快速学习，有耐心、有兴趣学习的新技术并能胜任保密数据。
9. 具有较强的沟通能力和服务意识。能够把复杂的 IT 业务场景用简单易懂的技术术语与不懂 IT 的用户表达清楚。



Job Description –Software and Application

Department: Information Services Center Report to: Coordinator

Responsibilities:

1. Monitor the office automation (OA) system for the daily operation of Software & Application team; Support to develop and test the new modules of the OA system.
2. Work with Register and HR department to make sure the employee/student data, processes, and procedures in PeopleSoft are correct and compliant with actual business and regulations. Support transactional data entry into PeopleSoft for all business units in a timely & accurate manner.
3. Support Business Process Cases about One-Stop Service system's issues or requests. Provide solutions and communication to clients in a timely manner. Maintain the One-Stop Service system operation manual to standardize the business procedures and processes.
4. Serve as project leader on small to medium-sized projects. Ensure Software & Application team's contracts, reports and documents be collected and filed in time; Support to collect team's meeting dialogue result, make record and give feedback to direct supervisor in time.
5. Keeping liaison with academics, students and other University departments; Build up constructive working relationship with each department to understand variable business needs & position requirements. Provide first line IT support for end-users such as troubleshoot, configure setup and assist to resolve issues.
6. Perfect end-user documentation, FAQ and provide staff training; Prepare training guides or videos for training and drill.
7. Undertaking any other concerning IT works as assigned by the supervisor.

Required Qualification:

1. Master Degree is required, with a major in Computer Science/Technology Education/Software Engineering or other IT related major. CET-6 460, IELTS 6.0 or TOEFL 70 above.
2. Good English and Chinese oral and written communication skills.
3. Be skilled in computer using, knowledge of all Microsoft Office programs, especially PowerPoint production.

Preferred Qualification:

- 1 It will be preferred if you have experience in ERP systems (e.g. PeopleSoft, SAP, Workday, etc.), programming, or coding.
- 2 It will be preferred if you have experience in educational systems (e.g. PeopleSoft, Moodle, Blackboard, etc.), programming, or coding.
- 3 Experience in working in a multicultural global team and have the solid financial knowledge is a plus.
- 4 Experience in maintenance, management, installation and configuration of BPM system is a plus.
- 5 Familiar with Java or PHP or Python or C or H5 development;
- 6 Master the basic syntax of SQL, familiar with Oracle, MySQL and other popular databases.
- 7 Have the China Qualification Certificate of computer and software technology.
- 8 Good analytical, problem solving, and time-management skills. Strong organizational and project management skills, be able to work well in a team. Quick learner, patience, interest in learning new technologies and competent with confidential data.
- 9 Have effective communication and customer service skills. Ability to communicate complex business and basic technical terms and procedures effectively across individuals at all levels.