

**Job Description
Integrations Engineer**

JOB DESCRIPTION:

The Integrations Engineer is responsible for developing and integrating APIs across multi-platform enterprise systems, specifically focusing on our Student Information System, Jenzabar One. This role is crucial for enhancing our student information systems by ensuring seamless data flow and integration across various platforms. The ideal candidate will have a strong technical background, be highly analytical, and possess a deep understanding of higher education systems.

Primary Responsibilities

- Design, develop and maintain RESTful APIs to support various applications and services.
- Collaborate with the IT Director and stakeholders to gather requirements and ensure seamless integration.
- Implement API security measures, including authentication and authorization.
- Monitor and optimize API performance, ensuring high availability and scalability.
- Document API specifications and provide guidance and support to the Applications System Manager and stakeholders.
- Stay up to date with the latest industry trends and best practices in API development.
- Build integration resource documentation for training and assist in developing training materials as needed.
- Identifies and executes opportunities for improvement in processes and technology. Stays abreast of technology trends and current business challenges. Applies technology to solve business problems and create better end-user experience.
- Perform other duties as assigned.

Service Management:

- Assist the Director of IT with planning and decision making for both long-term and short-term design and technical requirements, operationally and in support of major projects
- Monitor the status of incidents and service requests within our ITSM ticketing system and communicate progress on service delivery to end users and the Director of IT as necessary.
- Assess and analyze the need for a new integration to build supportable and sustainable solutions based on API best practices.
- Gather and analyze feedback from users and make recommendations to the Director of IT on improving policies and procedures.

Skills and Competencies

- Proficiency in programming languages such as Python, Java, JavaScript, or C.
- Strong verbal and written communication skills, capable of interacting with technical and business resources
- Demonstrates initiative and works independently with a minimal supervision
- Knowledge of higher education core business processes in areas such as Student, Financial Aid, Finance, AP/AR is highly desirable.
- Strong understanding of API technologies, including REST and SOAP.
- Strong knowledge of databases such as MYSQL, or equivalent enterprise database systems.
- Experience with cloud platforms such as Azure and AWS.
- Microsoft Exchange/Office 365
- Ability to multitask and adapt to new processes quickly.
- Effective problem-solving skills.
- Ability to work independently in researching problem resolution and new technologies.
- Ability to work collaboratively with internal and external groups in a team environment to improve overall technology services.
- Excellent customer service skills.

Requirements:

- Bachelor's degree in Computer Science, Engineering or related field.
- 7-9 years of experience in API development and integration.
- 5 years of experience in SQL or other relational databases.
- This will be an in-person position.

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