Business Systems Administrator

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RIT | Rochester Institute of Technology

Business Systems Administrator
9936BR
Provost
RIT Certified

Job Summary
This position is responsible for ensuring that RIT Certified's technology platforms and data insights work together to drive growth, efficiency, and impact. The Business Systems Administrator manages the configuration, integration, and optimization of core platforms including Brightspace (LMS), Modern Campus (SIS), and Element451 (CRM). The role also supports the translation of data into insights that inform student learning, enrollment, business development, marketing, and operations.

As both a systems administrator and a data specialist, the Business Systems Administrator ensures that platforms are secure, reliable, and scalable, while also developing the dashboards, metrics, and analysis needed for evidence-based decisions. Through strong

collaboration across teams, this role connects technical expertise to organizational priorities, helping RIT Certified deliver operational excellence, drive revenue growth, and expand innovative learning models in collaboration with employer and academic partners.

Job Responsibilities:

Systems Administration

Determine and execute the strategy for configuring, maintaining, and optimizing RIT Certified's core systems, with primary responsibility for Brightspace (LMS), Modern Campus (SIS), and Element451 (CRM).

Design and implement workflows and processes in alignment with RIT Certified's strategy and goals. Manage daily system operations including workflows, data imports and exports, user accounts, permissions, reporting, and platform integrations.

Monitor system performance and troubleshoot technical issues to ensure platforms remain secure, stable, and fully functional. Independently diagnose system issues and develop solutions.

Coordinate and perform regular system updates, testing, and maintenance activities such as backups, version control, and security checks. Determine update schedules, testing procedures, and integration strategies in coordination with internal teams and ITS. Design and manage the implementation of new systems and integrations.

Design, implement and support integration strategy and efforts across systems and tools to ensure seamless data flow between learning, student, and marketing platforms.

Document configurations, processes, and user support materials to promote consistency and knowledge sharing.

Stay up to date on platform releases, features, and best practices, and recommend configuration changes or enhancements that improve efficiency and user experience.

Serve as the primary point of contact for technical support, vendor communication, and issue resolution.

Ensure systems are intuitive, accessible, and aligned with the needs of learners, employers, and staff.

Data Management & Reporting

Collect, organize, and maintain data to support reporting needs across learning, enrollment, marketing, and operations.

Oversee automated data validation and quality processes to ensure data accuracy and completeness across connected systems.

Generate regular reports and dashboards to help teams track key metrics and outcomes.

Produce data visualizations that make information clear and easy to understand.

Support data imports, exports, and integration between platforms.

Develop quality assurance checks and identify issues requiring correction.

Follow established data management processes and recommend improvements to data management workflows.

Respond to data requests from team members and provide information in a timely and

accurate way.
Contribute to team efforts to make data more accessible and useful for everyday decision-making.

Technology Support & Liaison
Serve as the primary IT contact for RIT Certified, ensuring all software, hardware, and systems effectively support day-to-day operations and long-term goals. Determine solutions aligned with RIT Certified priorities.
Recommend integration approaches and technical strategies to ensure alignment with university systems, policies and standards.
Manage software and hardware assets, licenses, and access, ensuring reliability, data integrity, and responsible use.
Actively observe how internal teams and external partners use technology to identify pain points, inefficiencies, and opportunities for improvement, including appropriate use of AI tools that enhance productivity and user experience.
Lead solution design efforts by collaborating with users and technical teams to implement practical solutions that enhance workflow, communication, and performance.
Provide hands-on support, training, and clear documentation to help team members use platforms and reporting tools confidently and effectively.
Serve as a bridge between business needs and technical capabilities, helping translate ideas into workable solutions that strengthen RIT Certified's overall performance.
Reinforce a culture of continuous improvement by gathering feedback, sharing insights, and encouraging smarter, more consistent technology use across the team.

Required Qualifications:
Education/Experience:

- Bachelor's degree or equivalent experience (any STEM field)
- 2 years of professional experience in system administration, IT support, or application management
- Candidates must be eligible to work in the United States.

Skills:

- Demonstrated experience configuring, maintaining, and troubleshooting enterprise systems such as LMS, CRM, or SIS platforms (e.g., Brightspace, Element451, Modern Campus).
- Experience coordinating with IT or vendor support teams to manage updates, resolve technical issues, and optimize system performance.
- Experience producing clear documentation, training materials, and reports
- Strong analytical thinking and problem-solving skills, with high attention to detail.
- Knowledge of modern business intelligence tools.
- Experience with SQL, APIs, and/or data integration workflows.
- Ability to work collaboratively across cross-functional teams and shifting priorities.

- Demonstrated discretion and sound judgment in handling sensitive data and business decisions.
- Ability to translate business needs into technical solutions and data-driven insights.
- Working knowledge of data integrations, user management, and workflow automation across connected systems and tools.
- Familiarity with system security practices, including access controls, permissions, and data privacy requirements.
- Ability to support reporting and dashboard development, including basic data validation and visualization.
- Strong organizational and documentation skills, with attention to accuracy and process consistency.
- Excellent communication and interpersonal skills, with the ability to train and support users across varying levels of technical comfort.
- Proven ability to manage multiple systems and priorities in a dynamic environment while maintaining reliability and uptime.
- Commitment to continuous learning and staying current with emerging tools and technologies, including AI and automation that enhance efficiency
- Candidates must be eligible to work in the United States.

Preferred Qualifications:

Department/College Description
RIT Certified is a forward-thinking educational initiative powered by Rochester Institute of Technology. We are designed to meet the evolving needs of today's learners, employers, and industries by delivering flexible, skills-based education that is directly aligned with workforce demands.

Our innovative, industry-informed programs bridge the gap between traditional education and modern professional needs, empowering individuals to thrive in a rapidly changing job market. Joining our team means being part of an organization committed to challenging the status quo, fostering creativity, and driving meaningful impact for both individuals and businesses.

Minimum Qualifications
Education/Experience:

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- 2 years of professional experience in system administration, IT support, or application management
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Skills:

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Professional Area:
Employment Category: Fulltime
Staff Job Function:Wage Band: $45700 - $76500
Hourly/Salary Minimum: $45700
Hourly/Salary Maximum: $76500

How to Apply
In order to be considered for this position, you must apply for it at: http://careers.rit.edu/staff. Click the link for search openings and in the keyword search field, enter the title of the position or the BR number.
The direct link to this posting can be found here: https://sjobs.brassring.com/

Additional Details

Rochester Institute of Technology, the 10th largest private university in the U.S., is among the worlds leading technological universities. Its 18,000 undergraduate and graduate students from all 50 states and more than 100 countries are enrolled in over 200 academic programs, including 7 interdisciplinary Ph.D. programs. A pioneer in experiential education, RIT was the first to offer undergraduate degree programs in biotechnology, information technology, software engineering, and microelectronic engineering. As home to the National Technical Institute for the Deaf, the university offers unparalleled academic opportunities and services for the deaf and hard-of-hearing. Founded in 1829, RIT has 115,000 alumni throughout the United States and around the world. RIT has been named by the Chronicle of Higher Education as one of the "Great Colleges to Work For." RIT is a National Science Foundation ADVANCE Institutional Transformation site, and is responsive to the needs of dual-career couples through the Upstate NY Higher Education Recruitment Consortium. For more information, visit www.rit.edu/overview/rankings-and-recognition and www.rit.edu.

As a member of the RIT community employees receive a well-balanced benefits package that offers a variety of choices and access to additional employment advantages. These benefits, combined with an employees pay, provide a total compensation package that can be tailored to meet your needs. More on RITs Benefits, Health & Wellness program can be found at: https://www.rit.edu/fa/humanresources/content/benefits-health-and-wellness

RIT does not discriminate. RIT is an equal opportunity employer that promotes and values diversity, pluralism, and inclusion. For more information or inquiries, please visit RIT/TitleIX or the U.S. Department of Education at ED.Gov

Hourly/Salary Minimum: 45700
Hourly/Salary Maximum:76500

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