# Jira Administrator/Scrum Master
# Austin Community College

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| **Job Title** | Jira Administrator/Scrum Master |
| **Department** | Information Technology |
| **Institution** | Austin Community College |
| | Austin, Texas |
| **Date Posted** | Feb. 20, 2024 |
| **Application Deadline** | Open until filled |
| **Position Start Date** | Available immediately |
| **Job Categories** | Professional Staff |
| **Academic Field(s)** | Administration - Other |
| **Apply Online Here** | https://apptrkr.com/5035154 |
| **Apply By Email** | |
| **Job Description** | |


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**Jira Administrator/Scrum Master**

**Austin Community College**

**Job Posting Closing Times:** Job postings are removed from advertising at **12:00 A.M.** on the closing date e.g., at midnight on the day before the closing date.

If you are a current Austin Community College employee, please click this link to apply through your Workday account.

# Jira Administrator/Scrum Master
## Austin Community College

Austin Community College is a public two-year institution that serves a multicultural population of approximately 41,000 credit students each Fall and Spring semester. We embrace our identity as a community college, as reflected in our mission statement. We promote student success and community development by providing affordable access, through traditional and distance learning modes, to higher education and workforce training, including appropriate applied baccalaureate degrees, in our service area.

As a community college committed to our mission, we seek to recruit and retain a workforce that:

- Values intellectual curiosity and innovative teaching
- Is attracted by the college's mission to promote equitable access to educational opportunities
- Cares about student success and collaborates on strategies to facilitate success for populations including; first generation college students, low-income students, and students from underserved communities.
- Focused on student academic achievement and postgraduate outcomes
- Welcomes difference and models respectful interaction with others
- Engages with the community both within and outside of ACC

**Job Posting Title:**
Jira Administrator/Scrum Master

**Job Description Summary:**
Install, implement, administer, and support Atlassian IT software applications that support Austin Community College (ACC) administrative systems and provides Scrum Master responsibilities to the ACC IT department.

**Job Description:**

<u>**Description of Duties and Tasks**</u>

Essential duties and responsibilities include the following. Other duties may be assigned.

1) Installs, implements, administers, supports, and maintains Atlassian third party collegewide applications; Google apps for education.
2) Monitors designated applications and takes corrective action to prevent or minimize system down time.

3) Troubleshoots to resolve system-related problems; coordinates with relevant system administrators and/or third party vendors regarding user support and problem resolution.

4) Creates user documentation and may train personnel on new applications software.

5) Assists with developing policies, procedures, programs, scripts, or webpages as required.

6) Provides upper level support to users having difficulties with applications.

7) Collaborates on special projects; may track and allocate software licenses.

8) Supports and serves as a technical expert for ACC's in-house developed applications in all stages of development, testing, and production.

9) Keeps current with the latest technology; regularly attends technical training in order to maintain technical expertise.

## Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Knowledge of best practices and principles behind setting, measuring, and refining KBRs and KPIs across a variety of business use cases.
- Information Technology practices, standards, and protocol.
- Experience with software development required, and BI development.
- Understanding of project management and ITIL methodologies.

## Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Ability to work with end users to design effective Jira infrastructure including project workflows, issue schemes/screens, permission management, and meaningful notifications
- Ability to gather requirements, co-develop Jira strategies with project managers and team leads, and implement necessary changes in Atlassian products

- Strong communication skills, including the ability to translate business requests into appropriate technological requirements and foster a healthy rapport with multiple IT teams

- Maintaining an established work schedule and providing on-call assistance including some nights

and weekends.
- Establishing and maintaining effective working relationships with a broad range of users that are both technical and non-technical.
- Maintaining confidentiality of work-related information and materials.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Communicating effectively through oral and written communications.

## Technology Skills

- Use a variety of spreadsheet, word processing, database, and presentation software.
- Use query and control languages, administer applications, and provide technical support to end users.

## Required Work Experience

- Two years related work experience.

## Preferred Work Experience

- Two or more years of experience configuring and supporting Jira and associated Atlassian and third-party products like Confluence, Bit Bucket, BigPicture, etc**.**

## Required Education

- Bachelor's degree.

## Preferred Education

- Bachelor's degree in Computer Information Systems or related field.

## Physical Requirements

- Work is performed in a standard office or similar environment.
- Subject to standing, walking, sitting, bending, reaching, pushing, and pulling.
- Occasional lifting of objects up to 10 pounds.

## Safety

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.

## Salary Range

$62,249 - $77,811

**Reports to Sr. Manager, Applications Development**

**Number of Openings:**
1

**Job Posting Close Date:**
March 22, 2024

**Clery Act**

As required by the US Department of Education, employees are required to report violations under Title IX and, under the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act (Clery Act), select individuals are required to report crimes. If this position is identified as a Campus Security Authority (Clery Act), you will be notified, trained, and provided resources for reporting.

**Disclaimer**

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## Austin Community College

The above description is an overview of the job. It is not intended to be an all-inclusive list of duties and responsibilities of the job, nor is it an all-inclusive list of the skills and abilities required to do the job. Duties and responsibilities may change with business needs. ACC reserves the right to add, change, amend, or delete portions of this job description at any time, with or without notice. Employees may be required to perform other duties as requested, directed, or assigned. In addition, reasonable accommodations may be made by ACC at its discretion to enable individuals with disabilities to perform essential functions of the job.

**To apply, please visit: https://austincc.wd1.myworkdayjobs.com/en-US/External/job/Austin-Community-College/Jira-Administrator-Scrum-Master_R-3094**

### Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

### Contact

Information Technology
Austin Community College

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