

# Job Description

Position Title: Student Services Systems and Project Manager Analyst 3

Job Family: Information Technology

Job Level: Professional - Senior

FLSA Status: Exempt

Salary Grade: 07

## Position Summary:

The Student Services Systems and Project Manager Analyst 3 provides support for Student Affairs and coordinates and monitors various projects, initiatives, and student services technologies to support enrollment, advising, communications, engagement, and services. Performs analysis of student services processes and procedures to align technology and software to match Student Affairs needs. Creates a variety of documentation, including workflows, services, project documents, standard operating procedures, reports, and training materials. This position is a member of Student Affairs and will work closely with Student Affairs leadership and staff while collaborating with other college departments. This position will report directly to the Dean of Enrollment Management

## Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Serves as project manager for Student Affairs providing technical leadership to assigned staff during planning, coordinating, and review through all phases of projects.
2. Advises and supports Student Affairs leadership during the planning process on operational or procedural matters to meet project goals and objectives.
3. Plans, conducts, and directs the analysis of complex business and systems problems. Provides technical and analytical support.
4. Collaborates with Student Affairs leadership to develop procedures, policies, and operations related to high quality student services.
5. Evaluates the potential for automating existing or proposed student services functions and processes.
6. Participates on college-wide projects relating to new systems or upgrading existing systems including system testing and validation for enhancements and customizations.
7. Creates flowcharts and reports as needed to illustrate. Translates data and reports into dashboards that offer relevant insights to stakeholders at multiple levels.
8. Provides recommendations to improve the functionality of student services systems in alignment with policies and business processes.
9. Analyzes users (students and staff) requirements and develops solutions as requested.
10. Provides leadership in acquisition, development, installation and implementation of student services systems.
11. Maintains, troubleshoots, develops and tests platforms and functional integration of these systems.
12. Assists with the maintenance and coordination of communication plans and systems throughout the advising cycle.

13. Provides technical support and training to Student Affairs users related to student services systems and projects.
14. Works with a variety of departments and vendors to ensure system operability between Ellucian Banner SIS and third-party systems.
15. Conducts queries, compiles, researches, and prepares information, student lists, and various reports as needed.
16. Represents Student Affairs, both internally and externally, by serving on and contributing to College committees, work groups, task force, and other various initiatives.
17. Performs all other duties and responsibilities as assigned or directed by the supervisor.

### **Knowledge, Skills, and Abilities:**

1. Knowledge of project management principles
2. Knowledge of computer and network operating systems
3. Knowledge of administrative procedures and practices
4. Knowledge and application of organizational and time management principles
5. Knowledge of internal and external customer service principles and practices
6. Skill in independent decision making
7. Skill in current and applicable computer programming languages relative to the assignment
8. Skill in current and applicable hardware, software, and peripheral equipment
9. Skill in problem solving
10. Skill in organization, coordination and management
11. Skill in effective communication (both written and oral)
12. Skill in project management principles, processes, and techniques
13. Ability to adapt to a rapidly changing technical environment
14. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results

### **Supervision:**

- Guides work of others who perform essentially the same work. May organize, set priorities, schedule and review work, may interview and make recommendations on hiring, and provide input into performance reviews. Does not have responsibility for termination or making pay decisions.

### **Independence of Action:**

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

### Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Information and Analytics: Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.

### Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in Education, Business Administration, Management Information Systems, Computer Science or a closely related field of study required.
- Master's degree in or a closely related field of study preferred.
- Three (3) to Five (5) years of related experience in Student Affairs, Enrollment Management, or a closely related field in higher education.

OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

### Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to position or transport light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

### Special Conditions of Employment:

- Some evening and weekend work hours.
- Pre-employment Background Check Required.