

## **STUDENT SUPPORT SERVICES PROGRAM SPECIALIST**

### **CLASS SUMMARY**

Under general direction, develop and maintain program database, provide technical support, compile and analyze program data to generate statistical reports; monitor, track and forecast budgets and related activities; oversee daily operations of the Student Technology Center; performs related duties as required.

### **REPRESENTATIVE DUTIES**

Develop and maintain program database; compile information, analyze program data and generate statistical reports; monitor, track and forecast budgets and related activities; monitor and evaluate student progress in the program; develop orientations, workshops and training on Internet Research techniques, email, PowerPoint, Excel and other technology/academic techniques and applications; oversee Student Technology Center and provide training for students on the use of technology and computer applications; provide technical support and training to staff on database updates and use. Provides information to students regarding available programs and services. Provides orientation and direction for program staff in procedures, protocols and policies related to the services offered.

### **ORGANIZATIONAL RELATIONSHIPS**

This class reports to the designated supervisor responsible for the program.

### **DESIRABLE QUALIFICATION GUIDE**

#### **Training and Experience**

Any combination of training and education equivalent to an Associate's in Arts degree and two years experience with database systems, software applications and accounting principles.

#### **Knowledge and Abilities**

Knowledge of: computer software applications, principles of accounting, and database management.

Ability to: gather and analyze data; provide assistance to staff and students with technology training and establish and maintain cooperative working relationships with students, staff and faculty.