

DIRECTOR, STUDENT INFORMATION SUPPORT

CLASS SUMMARY

Under general direction – manages and coordinates software implementations, data research inquiries and enrollment initiatives. The director assesses the impact of technology support services for academic programs, classrooms, distance learning, and instructional labs including implementation of instructional and student services technology and training staff; manages the planning, analysis, design, conversion, testing, implementation, and operation of instructional and student services technology applications and systems; and performs related duties and responsibilities as required.

REPRESENTATIVE DUTIES

Enrollment

The position assists college administration in assessing and evaluating an array of enrollment trends, FTES projections, campus-wide student retention initiatives, data extraction, mining, and comparison reporting, class scheduling and auditing, staff scheduling and apportionment training. Supports the technology needs specific to strategic enrollment management. Supports timely and accurate submission of data to the District for the state's Management Information Systems (MIS) report system.

Reporting

This position provides immediate data retrieval, ad hoc querying support, and analysis that is critical for apportionment funding, International and Athletics students compliance monitoring, Financial Aid Gainful Employment data disclosures, grant reporting, Board of Trustee inquiries, and accreditation documentation. Database experience is a must, to include database design and development.

System/Software Implementation

Software system administration, software testing, software training, gap analysis, process engineering, system documentation, and project management

ORGANIZATIONAL RELATIONSHIPS

This position reports to the designated administrator.

DESIRABLE QUALIFICATION GUIDE

Training and Experience

Bachelor's degree or equivalent, in Information Technology, Computer Science, Business administration or equivalent and 5 years' experience of progressively responsible experience in software implementation, data research and assessment of technology support services. At least 3 years' experience in a supervisory capacity.

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Knowledge and Abilities

Knowledge of: instructional technology planning, analysis, design, conversion, testing, implementation, and operation.

Ability to: plan, organize, and execute projects; manage technical staff; identify, analyze and recommend instructional technology; communicate effectively and establish cooperative working relationships with faculty, administration, students and vendors; manage the diagnosis of, and direct corrective action to resolve operational problems; analyze and recommend process improvements; prepare clear and concise project documentation; communicate clearly and concisely both verbally and in writing.

Physical Requirements: Ability to use a computer workstation throughout the workday.