

SUPERVISOR, ENROLLMENT SERVICES COMMUNICATIONS, SYSTEMS, AND TECHNOLOGY

SALARY GRADE: [C4-66](#)

Definition:

Responsible for leading admissions, records, and cashiering communications and technology initiatives that lead to effective, coordinated, and efficient technology and communication solutions to support and advance student enrollment, progression, and completion; improves the efficiency of student support programs through technology, including the functional analysis of web-based, mobile, and campus-based service delivery.

Examples of Duties and Responsibilities:

Depending upon assignment, duties may include, but are not limited to, the following:

1. Performs full supervisory activities, subject to management concurrence and in accordance with applicable District policies, collective bargaining agreements, and handbooks which includes: selecting and training new employees; planning, assigning, scheduling, and evaluating completed work; approving overtime/compensatory time; preparing and signing employee performance evaluations; recommending salary reclassifications; responding to grievances and taking appropriate disciplinary action; and performing related supervisory activities.
2. Leads strategic initiatives that support an effective, coordinated, and efficient technology and communications environment to support and advance student enrollment, progression, and completion, including, but not limited to, the strategic use of third-party technology solutions such as Ellucian Banner, Degree Works, Parchment, National Student Clearinghouse, Argos, and CCCApply.
3. In conjunction with technical direction from Education Technology Services, acts as a liaison between the leadership in Education Technology Services to ensure Districtwide guidelines, planning, and technology issues and services that are utilized in the selection, implementation, and use of technology for Admissions & Records.
4. Participates in the development and implementation of goals, objectives, policies, and priorities for assigned systems; recommends and administers policies and procedures; contributes to the development and implementation of technology-supported learning environments and professional development opportunities for District employees.
5. Prioritizes, designs, determines scope of use, and plans innovative technological solutions for the efficient and effective provision of enrollment support in collaboration with other student service offices to increase student enrollment, retention, and completion.
6. Collaborates with the Dean of Enrollment Services to oversee, plan, implement, and maintain student success applications throughout their life cycles, including initial deployment, application releases, platform upgrades, process improvement, and decommission or replacement.
7. Provide technical direction and information on issues pertaining to the interpretation of admissions and records guidelines and policies; research, interpret and clarify admissions and records policies as requested.
8. Continuously evaluates business processes within Admissions & Records to determine and implement improvements and new technologies that support all student learners.
9. Oversees the College training of end users in Student Services systems; develops training materials and collateral materials.
10. Represents the College at local, regional, state, and national meetings or conferences relevant to the specified area of responsibility.

11. Participates in/on a variety of committees, task forces, boards, meetings, and/or other related groups in order to receive and/or convey information.
12. Participates in shared governance through service on planning and/or operations committees and task forces.
13. Performs related duties and responsibilities as required.

Employment Standards:

Knowledge of:

1. Systems, software, and peripheral hardware used in student support in higher education, including enterprise software.
2. Computer security principles, practices, and methodologies.
3. User account and security development and maintenance practices.
4. Troubleshooting techniques for solving technical problems related to technology.
5. Educational technology principles and practices.
6. Regulations, policies, Educational Code and other requirements related to admissions and registration.
7. Software licensing practices and rules.
8. Project management principles and practices.
9. Report preparation, data collection, and presentation techniques.
10. Applicable Federal, State, and local codes, laws, and regulations.
11. Correct grammar, spelling, and punctuation.
12. Sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.

Ability to:

1. Supervising, training and directing the work of others.
2. Managing a comprehensive student services technologies program; researching and developing new products, systems, and approaches for the use of educational technology relevant to student services.
3. Utilizing a computer and related software applications.
4. Analyzing and troubleshooting difficult situations accurately and adopting an effective course of action using sound judgment and decision-making skills.
5. Establishing and maintaining effective working relationships with those contacted in the course of work.
6. Interpreting complex data and information.
7. Reading, interpreting, applying, and explaining rules, regulations, policies, and procedures.
8. Communicating clearly and concisely, both orally and in writing.
9. Developing and implementing training programs and preparing related collateral materials.

10. Preparing and presenting a variety of reports.
11. Participating in the development of program/department budgets.
12. Analyzing, selecting, recommending, purchasing, and implementing technology products and services.
13. Maintaining and administering user accounts.

Education and Experience:

Any combination equivalent to:

1. A bachelor's degree from an accredited college or university in Educational Technology, Information Technology, Information Systems, Information Science, Business, and Social Science or the equivalent.
2. Three (3) years of experience in the acquisition, implementation, and maintenance of educational technologies relevant to student services, including one year of supervisory or management experience.

Preferred Qualifications

1. Experience working in an educational setting, preferably in a community college.
2. Experience using an integrated database system such as Banner

Environment:

1. Office environment.
2. Constant interruptions.

Physical Abilities:

1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Vision to read various materials.
4. Standing for extended periods of time.
5. Bending at the waist, kneeling or crouching.
6. Lifting, carrying, pushing or pulling objects up to 20 lbs.

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