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| Sold Logo | **Classification Title: Manager, Student Services Communications,****Systems, and Technology** |

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| **Department:** Student Services | **FLSA Status:** Exempt |
| **Staff Category:** Administrative Association (Classified Administrator) | **Salary Range:** 57 |
| **Supervision Received From:** Assistant Superintendent/Vice President, Student Services | **Original Date:** May 2021 |
| **Supervision Given:** Administrative, supervisory, classified, hourly, and volunteer employees | **Last Revision:** May 2021 |
| ***Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*** |

**JOB SUMMARY.**

Responsible for leading student services 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.

**DISTINGUISHING CHARACTERISTICS.**

The Manager, Student Services Technology is distinguished from the Manager, Academic Technology in its responsibility for the oversight of technology solutions for the Student Services division, whereas the latter class oversees the District’s instructional technology systems and the District website.

**ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.** Essential responsibilities and 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 Starfish, AdmitHUB, Campus Logic, Maxient, and CCCApply.
3. In conjunction with technical direction from Information Services, manages the acquisition of student success technologies that support and advance student success of all students, including purchase and installation; coordinates with the Director, Information Services to ensure Districtwide guidelines, planning, and technology issues and services are utilized in the selection, implementation, and use of technology for Student Services; acts as a liaison between Information Services and Student Services.
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 academic support and counseling to increase student enrollment, retention, and completion.
6. Oversees, plans, implements, and maintains student success applications throughout their life cycles, including initial deployment, application releases, platform upgrades, process improvement, and decommission or replacement.
7. Develops, documents, prepares, and maintains a variety of narrative, statistical, and analytical reports relative to assigned area of responsibility.
8. Continuously evaluates business processes within Student Services to determine and implement improvements and new technologies that support all student learners.
9. Oversees the Districtwide training of end users in Student Services systems; develops training materials and collateral materials
10. Represents the District at local, regional, state, and national meetings or conferences relevant to the specified area of responsibility.

**Marginal Functions:**

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

**QUALIFICATIONS.**

**Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Three years of experience in the acquisition, implementation, and maintenance of educational technologies relevant to student services, including one year of supervisory or management experience.

**Education/Training:**

A bachelor’s degree from an accredited college or university in information technology or a related field.

**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. Technology training principles and methods.
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.

**Skill in:**

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 courses 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.

**WORKING CONDITIONS.**

**Environmental Conditions:**

Office and computer lab environments; exposure to computer screens; extensive contact with faculty and staff.

**Physical Conditions:**

Essential and marginal functions require maintaining physical condition necessary for ambulating and performing required duties; extensive operation of computer equipment; visual acuity to read printed materials and computer screens.

**TERMS OF EMPLOYMENT.**

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.