**Connecticut State Community College**
**Job Description**
**Academic Information Services Specialist (Banner)**

**Salary Level:**                                                    **Date Approved/Revised:**
**CCP 18 (Subject to Willis)**                                       **8/30/22**

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## POSITION PURPOSE

Under the direction of the Director of Catalog & Special Projects (or other administrator), the Academic Information Services Specialist provides leadership and sponsorship of academic functional areas of the Banner Student Information System and associated software within Connecticut State Community College. The Academic Information Services Specialist is responsible for the management and support of academic functional areas within Banner with a focus on catalog, schedule, and associated third-party software used to publish the catalog, approve and process curriculum, and make scheduling and registration data available to faculty and students.

This position maintains appropriate college-wide rule and validation tables, prepares functional specifications, provides functional leadership in areas under implementation and/or with upgrades, provides support to end users, researches the functional impacts/benefits in version upgrades and additional Banner modules and will assist in the development of end- user documentation and training. This position also maintains and troubleshoots Banner interfaces with third-party software and will collaborate with the CT State Banner Student Team on Banner-related issues that impact academic operations.

## SUPERVISORY AND OTHER RELATIONSHIPS:

This position reports directly to the Director of Catalog and Special Projects (or other administrator). This position may supervise administrative support and/or clerical staff as needed.

The position is required to work collaboratively with other offices and services within Connecticut State Community College, and build and develop partnerships, relationships, and collaborations with all levels of stakeholders to facilitate and enhance the resources and services provided to staff, faculty, and students.

## EXAMPLES OF DUTIES:

The following examples of duties illustrate the general range of tasks assigned to the position but are not intended to define the limits of required duties.  Other essential duties may be assigned consistent with the general scope of the position.

- Serves as key member of the One College Banner implementation team for CT State Community College
- Serves as a "functional expert" in several modules within the Banner Student System
- Provides functional support to college users daily using the Service Now Customer Support System.
- As a member of the Academic Operations team, the Specialist will write functional specifications for Banner page modifications, new reports, automated procedures, or other enhancements.
- Reviews Ellucian documentation in preparation for upgrades
- Develops test plans to ensure that new Banner functionality is working as designed.
- Assists in the implementation of underutilized or yet to be implemented functionality of the student information systems used by Connecticut State Community College; markets the system functionality of the student information systems and capabilities to maximize its effective use.
- Assists with identifying issues/problems which may require technical resolution or resolution at a policy level within the organization.

- Maintains and supports appropriate use of rule pages and validation tables.
- Works with internal stakeholders and external agencies & vendors for the effective and efficient management of the student information systems.
- Works to ensure the accuracy and consistency of data in Banner and across platforms, Support data integration between the SIS and the Learning Management System (Blackboard) and other products as needed.
- Support integration of Event Management System, Anthology, and CourseDig Course Evaluation System or similar software.
- Develops and maintains end-user documentation and training materials
- Develops various communication processes that inform end-users of changes in procedures and features of the student information systems, including new releases.
- Delivers training sessions for end-users.
- Assists end-users with problem resolution; works with end-users to create effective information flow/processes.
- Serves on committees as assigned. Represents CT State Community College interests at professional organizations at the state and national level.
- Maintain a commitment to CSCC overarching goals including initiatives encouraging equity and diversity.
- May work nights and weekends.
- Performs other duties and tasks to support the overall success of the division.

## PROFESSIONAL PARTICIPATION AND DEVELOPMENT

In addition to the accountabilities listed above, the incumbent is required to perform a full range of independent, professional activities for managing and supporting various areas within the academic functional areas of the student information systems.

The incumbent is required to remain current in the position's required fields of professional expertise and competencies, including computer skills and other bodies of knowledge required for job proficiency. The incumbent is required to maintain strict confidentiality of records and other materials or information of a confidential nature.

- Attendance and participation at convocation, commencement, and honors ceremonies.
- Service on assigned committees and task forces.
- Attendance and participation at, committee, staff, informational, and professional meetings at the college and regional level.

## QUALIFICATIONS:

Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and students. They are expected to have excellent oral and written communication skills along with strong Information technology literacy skills such as Microsoft Office (Word, Excel, Outlook, Teams etc.) Incumbents are required to have demonstrated advanced knowledge and abilities in the following:

- Experience working in Academic Affairs, Registrar's Office (Registrar, Associate Registrar, etc.), or other Student Services department.
- Demonstrated knowledge of student information systems, such as Banner.
- Familiarity with, catalog and curriculum management software, and degree audit technology.

Additional preferred qualifications for the incumbent include:
- Demonstrated ability to exercise group leadership skills, which emphasize collaboration, consensus building, conflict resolution, and problem solving.

- Demonstrated ability to interact favorably with system and college administrators, staff, and faculty.
- Strong analytic ability and technology literacy skills.
- Familiarity with the community college environment and its student population.
- Sensitivity to and ability to work with the diverse academic; socioeconomic, cultural, and ethnic backgrounds of members of the College community, including those with disabilities.
- Interpersonal skills.

These skills and abilities typically are acquired through a combination of education, training and experience which would include a Master's degree in an appropriately related field together with one to four years of related experience with a student/academic information system that includes up to 2 years of supervisory experience or a combination of education, training and experience which would lead to the competencies required for successful performance of the position's essential duties.

## WORK ENVIRONMENT:
Incumbents typically perform their work in offices. The work involves extensive use of personal computers, but does not, normally, involve any significant physical effort. Reasonable accommodation will be made for incumbents and candidates with physical limitations.