



Connecticut State Community College
Job Description
Director of Student Success Technology

Salary Level:
CCP 20 (Subject to Willis)

Date Approved/Revised:
5/21/21

POSITION PURPOSE:

The Director of Student Success Technology (DSST) leads the development, implementation, maintenance, and oversight of multiple technology platform(s) within the division of Student Success Management and maintains compliance with all federal and state laws and Board of Regents policies within Connecticut State Community College.

SUPERVISORY AND OTHER RELATIONSHIPS:

The Director of Student Success Technology (DSST) typically works under the direction of the Associate Vice President of Student Success Management or other administrator. The position may directly supervise professional staff members, support staff, and student workers.

EXAMPLES OF DUTIES:

- Manages functional configuration, design, and testing of all new technology platforms within Student Success Management;
- Leads the implementation, oversight, and all functional aspects for technology platforms within Student Success Management including Career Services, Veteran's Affairs, and Guided Pathways Advising at the 12 campuses within Connecticut State Community College;
- Leads the development, delivery and assessment of professional learning programs for technology within Student Success Management;
- Ensures that approximately 400 SSM staff are trained and utilizing SSM technology as defined by college administration;
- Engages in strategic planning activities to ensure technology platforms are leveraged to support strategic goals and objectives of Student Success Management;
- Manages digital storage, organization, cataloging, and achieving of SSM forms, documents, and materials and creates structures and systems for managers and staff members to effectively perform job duties;
- Develops systems for data tracking at the administrative and campus level to support data-informed decision making;
- Serves as functional lead and liaison to Enrollment Management & Student Affairs (EMSA) technology outside of SSM;
- Establishes in conjunction with technology vendor, CSCU system office and college leadership timelines, work plans and deliverables and monitors progress toward goal completion;
- Convenes relevant stakeholders and functional area leads to inform the development, design, revision, and effectiveness of SSM technology platforms;
- Develops, schedules and coordinates technology training for faculty at all campuses;
- Serves as the liaison between end users, CSCU information technology, and technology vendors;
- Manages requests for system configuration changes and coordinates annual updates;
- Supports SSM to leverage technology for all training and professional learning programs;
- Develops resource guides, job aids, and other electronic materials to enhance usage and maximize functionality;
- Partners with other college technology leads across academic affairs, enrollment management, and student affairs to identify synergies;
- Other duties as assigned.

PROFESSIONAL PARTICIPATION AND DEVELOPMENT

In addition to the accountabilities listed above, the incumbent is required to carry out the essential duties of:

- 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.

QUALIFICATIONS:

Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and student. 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 providing academic advising, and/or support services within higher education;
- Experience navigating compliance with federal and state laws and policies in higher education;
- Experience managing technology platforms within enrollment management and student affairs; and
- Ability to communicate effectively in multiple modalities.
- Experience leading cross-functional and/or cross-departmental technology projects in EMSA, preferred;
- Experience with project or program management in higher education, preferred.

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 three to six years of related experience including one to three years of experience in leading or supervising others; 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

The incumbent typically performs work in offices, conference rooms and in locations where groups of students, faculty and staff gather. The work does not, normally, involve any significant physical effort. The incumbent may travel to public sites to make presentations as well as travel to regional or central meetings and conferences.