Connecticut State Community College

Job Description
Associate Director of Student Success Technology

Salary Level: CCP 18 (Subject to Willis)
Date Approved/Revised: 1/22/21

POSITION PURPOSE:
The Associate Director of Student Success Technology (ADSST) leads the development, implementation, maintenance, and oversight of the advising technology platform(s) in accordance with the Board of Regents for Higher Education Holistic Case Management Advising policy and resultant Guided Pathways Advising program within Connecticut State Community College.

SUPERVISORY AND OTHER RELATIONSHIPS:
The Associate Director of Student Success Technology (ADSST) typically works under the direction of the Associate Vice President of Student Success Management or other administrator. The position may directly supervise or may provide functional guidance to support staff and to student workers.

EXAMPLES OF DUTIES:
- Supports the implementation of advising technology at 12 campuses within Connecticut State Community College;
- Ensure technology platforms supports strategic goals and objectives of the Guided Pathways Advising program;
- Serves as the functional lead for the advising technology platform and a resource for other staff in Enrollment Management & Student Affairs (EMSA) on resolving issues.
- 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 and design of the platform;
- Develops, schedules and coordinates training for faculty and staff at all campuses;
- Serves as the liaison between end users, CSCU information technology, and vendor;
- Manages requests for system configuration changes and coordinates annual updates;
- Supports Guided Pathways Advising leadership in the development of technology training modules;
- Develops resource guides 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:
The Associate Director of Student Success Technology is required to have demonstrated advanced knowledge and abilities in the following areas:

- Experience providing academic advising and/or support services in higher education;
- Experience utilizing 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 one to four years of related experience including up to two 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.