



Connecticut State Community College
Job Description
Director of Online Student, Faculty & Advisor Services

Salary Level:
CCP 21 (Subject to Willis)

Date Approved/Revised:
8/11/22

POSITION PURPOSE:

Under the direction of the Executive Director of Student Information Services, the Director of Online Student, Faculty and Advisor Services is responsible for the development, implementation, maintenance, and support of the Ellucian Banner Self-Service Technology at Connecticut State Community College. In addition, this position will also take a leadership role in the design, configuration, and implementation of the new CT State Ellucian Experience platform.

The Director will provide leadership and work collaboratively with the Student Information Services team on functional support issues, user training, software enhancements and Banner Student upgrades. The team consists of functional subject matter experts and student information system developers from CSCU IT Shared Services.

SUPERVISORY AND OTHER RELATIONSHIPS:

This position reports directly to the Executive Director of Student Information Services. This position supervises Student Information Services Specialists for Connecticut State Community College, and other administrative and/or clerical staff as needed.

The position is required to work collaboratively with other Deans, Directors and Managers within Connecticut State Community College and the CSCU System Office to facilitate and enhance the resources and services provided to students, faculty, and advisors.

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.

- Key member of the Student Information Services Team; provides quality service to students, faculty and advising staff through Ellucian Banner Self-Service Technology, Ellucian Experience, and other platforms.
- Supervises staff within the Student Information Services team and serve as project lead on specific software initiatives.
- Responsible for the design, configuration, testing and implementation of Banner Student, and Banner Faculty & Advisor Self-Service for CT State Community College.
- In collaboration with the Student Information Services team, the director coordinates the development of training materials and training delivery strategies for all user groups.
- Actively participates in all training and professional development workshops designed to promote Banner Self-Service or Ellucian Experience functionality.
- In conjunction with the Student Information Support Specialists, designs and coordinates a plan for functional support using the Service Now ticketing system.
- Manages all aspects of Banner Student, and Faculty & Advisor Self-Service Technologies for CT State including enhancements, modifications and upgrades.
- Reviews current processes, evaluates and implements changes for improvement.
- Serves on the team designing and maintaining the new Ellucian Experience portal for CT State.
- Engages in strategic planning activities to ensure technology platforms are leveraged to support strategic goals and objectives of Enrollment & Retention Services.
- Serves as liaison between end users, CSCU IT staff, and technology vendors; works closely with these partners regarding any maintenance/upgrades/patches required for the proper functioning of the system.

- Provides support and guidance to the Student Information Services team, the Enrollment Management and Student Affairs Leadership Team and Academic Affairs for CT State.
- Serves on committees as assigned.
- Represents CT State Community College interests at professional organizations at the state and national level.
- Maintains 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 student information systems.

The incumbent is required to maintain 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 other events as needed.
- 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 Registrar's Office, Admissions Office, or other Student or Academic Services department.
- Experience designing and implementing higher education technology (experience with Ellucian Banner and other Ellucian products is preferred).
- Experience in using enrollment management, content management, and project management software.
- Sensitivity to and ability to work with diverse members of the College community, including those with disabilities.
- Experience in higher education enrollment management.
- Experience supervising and evaluating professional staff
- Experience with Self-Service functionality as it pertains to student, faculty and advisor roles is preferred.

These skills and abilities typically are acquired through a combination of education, training and experience which would include a Master's degree in education, counseling, student development, social work, enrollment management or an appropriately related field together with four to seven years of related experience that includes two to four 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

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. Weekend and/or evening work may be necessary two or three times a year during planned software upgrades.