

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: ADMISSIONS & RECORDS SERVICES/DATA SOFTWARE SPECIALIST

BASIC FUNCTION:

Under the direction of the Director of Admissions & Records, coordinate and assist in the planning, evaluation, selection installation, and maintenance of computers and related software for the department; evaluate and make recommendations for modification of existing systems and software to improve efficiency; serve as technical liaison with other departments and outside vendors.

REPRESENTATIVE DUTIES:

Maintain departmental computer programs and systems; develop programs to enhance the performance of the systems and improve reporting requirements. *E*

Assess and recommend technical changes and improvements to better serve student and staff needs. *E*

Work with programmers and users both on campus and at the Education Centers to evaluate and identify solutions for users needs related to the student system, document imaging, word processing, other programs, and systems within the department. *E*

Oversee and coordinate the document imaging of records within the department. *E*

Develop testing procedures to ensure that system software and upgrades function efficiently and accurately. *E*

Write and revise user manuals and conduct training sessions in proper operating procedures for use of systems. *E*

Communicate with vendors and District personnel to exchange technical information, schedule installations and user training. *E*

Evaluate and make recommendations regarding the selection of new systems. *E*

Provide technical and administrative assistance to the Director of Admissions & Records.; prepare a variety of internal reports and assist in the development of MIS and CCFS 320 information for meeting State reporting requirements for the Chancellor's office. *E*

Maintain knowledge of WebAdvisor, the admission, registration, attendance, and grading processes and assist with students, staff, and faculty when needed. *E*

Import online applications; review and update web pages for the Department as necessary. *E*

Update system parameters as necessary to incorporate changes for registration, applications, grading, etc. *E*

Maintain current knowledge of computer equipment, systems and technology; attend meetings seminars, and symposiums related to computers, hardware, and software. *E*

Maintain current knowledge of college curriculum, rules, regulations and guidelines applicable to assigned areas. *E*

Perform related duties and responsibilities as required.

Admissions & Records Services/Data Software Specialist - Continued

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Principles and practices of computer science and information technology.
Operational characteristics of a variety of computer systems, applications, networks, and associated hardware and software.
Capabilities and limitations of computer equipment and supporting software applications.
Various operating systems, file structures and languages.
Methods and techniques used in the installation, troubleshooting, and maintenance of systems and applications.
Principles and practices of providing technical assistance, training and work direction to others.
Pertinent federal, state, and local rules, regulations, and guidelines.
District policies and procedures related to campus operations with emphasis in student services areas.
Modern office practices, procedures and equipment.
Possess language skills with the ability to communicate both orally and in written form using correct grammar, vocabulary, spelling and punctuation.
Interpersonal skills using tact, patience and courtesy.
Methods and techniques of research, analysis, and decision making.
Basic principles and practices of administration, supervision and training.
Computer software for the development of training documentation, on-line tutorials, and other materials as required.
English usage, spelling, grammar, and punctuation.

ABILITY TO:

Perform highly technical duties in the maintenance and administration of computer systems.
Diagnose and correct deficiencies in computer systems and programs in the assigned area.
Operate a variety of computers and peripheral equipment.
Provide technical support in planning and evaluating new systems and equipment.
Respond to and identify users computer related problems.
Communicate technical information to a wide variety of users.
Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of department goals.
Train and provide work direction to others.
Read, understand, and explain technical materials and policies.
Maintain current knowledge of information systems technologies and programming techniques.
Develop and maintain records.
Prioritize work to meet schedules and time lines.
Work independently with minimal direction.
Work successfully with District faculty, administrators, and staff.
Perform specialized clerical and technical duties related to campus services.
Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: two years of college course work in computer science, information systems, or related field and two years experience in the use of systems software. Related experience requiring leadership, organization and technical support in a public contact environment.

Admissions & Records Services/Data Software Specialist - Continued

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Constant interruptions.

PHYSICAL ABILITIES:

Sitting or standing for prolonged periods of time.
Dexterity of hands and fingers to operate a computer keyboard and peripheral equipment.
Hearing and speaking to exchange information on the telephone or in person.
Seeing to view a computer monitor and to read and verify accuracy of data.
Reaching overhead, above the shoulders, and horizontally.
Bending at the waist.
Lift heavy objects properly.

HAZARDS:

Extended periods of time viewing computer monitor.

Revised: April, 2005
Johnson & Associates