

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: STUDENT SERVICES DATA SOFTWARE SPECIALIST

SUMMARY DESCRIPTION

Under the direction of assigned Administrator or designee, coordinate and assist in the planning, evaluation, selection, installation, and maintenance of computers and related specialized software for an assigned department or program area; evaluate and make recommendations for modification of existing systems and software to improve efficiency; and serve as technical liaison to department staff and system users as well as to other departments/program areas and outside vendors.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Maintain departmental computer programs and systems; develop programs to enhance the performance of the systems and improve compliance with reporting requirements. ***E***
2. Assess and recommend technical changes and improvements to better serve student and staff needs. ***E***
3. Coordinate and work with other department or program area staff and users as well as IT programmers to evaluate and identify solutions for user needs related to the assigned system(s), document imaging, word processing, and other programs and systems within the department. ***E***
4. Provide technical and administrative assistance to assigned administrator; prepare a variety of internal reports and assist in the development of MIS and other data and information to meet State reporting requirements for the Chancellor's office. ***E***
5. Track, troubleshoot, and ensure MIS reporting is accurate; monitor, evaluate, test, and ensure the integrity of data from various systems; monitor and correct issues; review systems/programs to make note of data and assemble it for eventual reporting. ***E***
6. Coordinate with all departments, program areas, and IT to examine and evaluate data entry practices, identify when and what data needs to be transferred, and to ensure data is being brought in correctly; collaborate with the Office of Research; configure settings in the necessary programs to ensure accurate State reporting; run the MIS build process and troubleshoot and provide ways to produce the data accurately in ways unique to the assigned department or program area. ***E***
7. Prepare reports using various systems to provide constituents with information on how services are being provided and where improvements are needed; prepare detailed reports and give presentations. ***E***
8. Oversee and coordinate the document imaging of records within the department. ***E***
9. Develop testing procedures to ensure that system software and upgrades function efficiently and accurately. ***E***
10. Communicate with vendors and District personnel to exchange technical information, schedule installations, and provide user training. ***E***

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11. Write and revise user manuals and conduct training sessions in proper operating procedures for use of systems. *E*
12. Evaluate and make recommendations regarding the selection of new systems. *E*
13. Review and update web pages for assigned Department and/or program area as necessary; receive and assist in creating documents and videos to upload onto website pages; import data submitted online. *E*
14. Update system parameters as necessary to incorporate changes for various processes. *E*
15. Maintain knowledge of Departmental and program area systems, processes, and programs; assist students, staff, and faculty when needed. *E*
16. Maintain current knowledge of computer equipment, systems, and technology; attend meetings seminars, and symposiums related to computers, hardware, and software. *E*
17. Maintain current knowledge of data requirements, rules, regulations, and guidelines applicable to assigned areas. *E*
18. Perform related duties and responsibilities as required.

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.

Methods and techniques of research, analysis, and decision making.

Computer software for the development of training documentation, on-line tutorials, and other materials as required.

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.

Interpersonal skills using tact, patience, and courtesy.

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, evaluating, selecting, and installing new systems and equipment.

Modify systems and software to improve efficiency and reporting of MIS report.

Maintain current knowledge of information systems technologies and programming techniques.

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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.
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 assigned area of responsibility.
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 of experience in the use of systems software. Related experience requiring leadership, organization, and technical support in a public contact environment is desirable.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

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Forsberg Consulting Services (Retitling and update of Admissions & Records Services/Data Software Specialist)