ENROLLMENT SERVICES TECHNOLOGY SPECIALIST

DEFINITION

Under general supervision, provides responsible information technology support related to Enrollment Services programs, which includes Financial Aid/Scholarships and Admissions and Records/Veterans Certification; performs related duties as required or assigned.

CLASS CHARACTERISTICS

This is a technical support class, with responsibility for providing technical assistance in the areas of computer support for Enrollment Services programs. In addition to performing technical support, this position performs analysis of user needs and works to streamline and design efficient and effective processes and methods for program services.

EXAMPLES OF DUTIES (Illustrative Only)

- Performs technical duties related to departmental computer systems including implementing, testing and debugging program changes (E)
- Streamlines and designs efficient and effective enrollment and registration processes and methods for maintaining and archiving permanent student records (E)
- Serves as the department resource for the computerized systems to determine user needs and provide training and technical assistance (E)
- Confers with Information Technology staff and other College offices to improve the computerized processing systems (E)
- Provides information that requires the use of judgment and the interpretation of policies, laws, rules, and regulations (E)
- Compiles, researches, and prepares a variety of periodic and special reports relating to enrollment services activities which will require the use of a computer and various software such as email, word processing, spreadsheets, databases, and website management (E)
- Manages electronic data exchange processes required for receipt and transmission of data (E)
- Assists Information Technology to develop and maintain a comprehensive system to control security and access to confidential student information (E)
- Establishes and maintains files (E)
- Reviews information, diagnoses and resolves problems, identifies alternatives, makes written recommendations, and implements changes to meet department needs (E)
- Tests program-related upgrades, patches, and processes; documents process details (E)
- Develops and maintains relevant skills through informational workshops, conferences, and meetings; gathers and disseminate information to staff (E)
- Performs related duties as required or assigned

(E) = designates essential functions
QUALIFICATIONS

Knowledge of:

- Federal and state laws and College rules and regulations relating to Enrollment Services programs
- Business data processing principles and software applications related to Enrollment Services programs, including word processing, spreadsheet, document imaging, website management, and database software
- Recordkeeping requirements, rules and regulations related to Enrollment Services programs
- Office practices and procedures, including filing and the operation of standard office equipment
- Business mathematics
- Basic auditing principles
- Correct English usage, including spelling, grammar, and punctuation
- Techniques for dealing with people of diverse academic, ethnic, socioeconomic, and cultural backgrounds

Skill in:

- Using computerized hardware, software, and data management systems including testing and debugging program changes and determining packaging parameters
- Acting as liaison between computer systems and users
- Coordinating multiple projects and meeting critical deadlines
- Prioritizing work, coordinating several activities, and following up as required
- Providing training and work instruction to others
- Interpreting, explaining and applying laws, rules, and procedures
- Establishing and maintaining effective working relationships with those contacted in the course of the work both independently and as a member of a team
- Preparing clear and concise correspondence and reports, including end-user reports using various software such as word processing, spreadsheet, website management and database
- Using initiative and sound judgment within established procedural guidelines
- Maintaining accurate records, files, and logs
- Maintaining confidentiality of information
- Making accurate arithmetic calculations
- Typing or operating a keyboard with sufficient speed and accuracy to enter data into a computer database

Other Requirements:

- Must be willing to work evenings and weekends at various college sites
- Specific positions may require possession of and ability to maintain a valid California driver’s license and safe driving record during the course of employment
- Specified positions may require or desire bilingual skill in a designated second language

Desirable:

- Experience with Colleague/Elucian
Education and Experience

A typical way of gaining the knowledge and skills outlined above is:

Equivalent to completion of two years of college level coursework including training or coursework in computerized database systems and two years of experience in computerized databases, preferably with student information systems.

Please note: Additional experience as outlined above may be substituted for the education on a year-for-year basis up to one year.

Established: August 12, 2008
Revised: April 26, 2013