



Connecticut State
Colleges & Universities

Connecticut State Community College
Job Description
Assistant Director of Technical Operations & Processing

Salary Level:
CCP 17 (Subject to Willis)

Date Approved/Revised:
2/8/22

POSITION PURPOSE:

The Assistant Director of Technical Operations & Processing manages the admissions application processing and procedures in coordination with the Director of Admissions Operations across all 12 campuses. The position serves as a functional support to college end users of the CRM, document imaging software, and Banner.

SUPERVISORY AND OTHER RELATIONSHIPS:

The Assistant Director of Technical Operations & Processing reports to the Director of Admission Operations or other higher-level administrator. The incumbent maintains direct supervision of Admissions Processing Specialists to manage their day to day activities.

The position requires extensive interactions with system and college admission office administrators and admission representatives, students and parents, as well as College administrators and other faculty and staff. In this role, the incumbent must maintain a high degree of courtesy, cooperation, and respect for confidential information, and a genuine interest in assisting others. The incumbent is expected to represent the system in a positive manner and to collaborate with other college admissions leadership and recruitment staff.

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.

- Provides technical support in the administration of technology related to recruitment, admissions and outreach.
- Assists with all technology implementations, hardware and software updates including modules related to student information systems, customer relations management systems, reporting software, document imaging software as well as electronic systems including appointment management systems, sign-in systems and related software packages.
- Manages the daily tasks of the Admissions Processing Specialists and assigns key tasks.
- Configure applications for admission within the CRM, applying updates and regular testing as needed.
- Manages and collaborates with key staff, including recruiters, selective admissions personnel, orientation and international student staff, and transcript evaluators, as well as other enrollment management staff regarding applications, communications, voicemail, social media, web services, customer relationship management system, and third-party vendors directly related to admissions processes.
- Assist with the review, further development and maintenance of technology policies and procedures as it pertains to admissions practices and the technology platforms utilized.
- Analyze applications for admission including academic transcripts and related documents to provide preliminary assessment of applicants' qualifications; this may include verifying authenticity of transcripts, determining acceptability of credits to the College's programs and identifying equivalent courses in the College's curricula.
- Facilitates training and professional development sessions to support staff in utilizing admissions technology platforms.
- Collaborates with leadership in the development implementation, and maintenance of ongoing staff technology training to include student system (i.e., communications management, customer relationship management, student planning, online report generation).

- Ensures the system-wide calendar for application deadlines is followed by the Admissions Processing Specialists.
- Completes the closing processes of admission opportunities and follow-up activities within the CRM and the bulk email provider.
- Troubleshoots and resolves CRM and other admissions software system issues as they arise. Serves as liaison to technology vendors to support ongoing system improvements and upgrades.
- Performs routine outreach to keep internal and external constituents, such as the Connecticut School Counselor Association, the Call Center, and other community college offices apprised of processes that impact their respective business.
- Adheres to FERPA and other departmental policies, procedures and regulations pertaining to student records
- Liaison to the Banner Student Team and IT Staff regarding integration to system technology; including but not limited to Banner and Hyland On-Base.

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.
- Participates in recruitment and enrollment events as required.

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:

- Customer Relationship Management tools
- Navigating federal and state laws and regulations related to admissions and compliance
- Admissions, enrollment, advising, transcript evaluation services and FERPA
- Working in a community college environment
- Prior supervisory experience is preferred
- Strong information technology skills demonstrated through familiarity with college database systems, preferred
- Involvement in the implementation of a college CRM, preferred

These skills and abilities typically are acquired through a combination of education, training and experience which would include a Bachelor's degree in an appropriately related field together with 2-5 years of related 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.