



Connecticut State  
Colleges & Universities

Connecticut State Community College  
Job Description  
Executive Director, Student Information Services

**Classification:**  
Manager 3

**Approved: 5/3/22**  
**FLSA: Exempt**

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**Job Summary:**

Under the direction of the Associate Vice President for Enrollment and Retention Services, the Executive Director of Student Information Services is responsible for the leadership, management, and support of the functional aspects of the following technologies for Connecticut State Community College:

- Ellucian Banner Student Information System
- Banner Self-Service products for faculty, staff, and student use
- Data integration between Banner and the Blackboard Learning Management System, CRM Recruit, CRM Advise, Degree Works and other products as needed
- Management of interfaces between Banner and the National Student Clearinghouse, the Parchment Electronic Transcript Exchange, the Follett Bookstore, the Alma Library System and Accuplacer Placement Testing System
- Support of the Event Management System and SurveyDig Course Evaluation System
- Management of Student and Academic Services provided through the myCommNet portal

The Executive Director of Student Information Services provides leadership and sponsorship of the above designated systems within the Connecticut State Community College. This individual will set policy and priorities for student information systems and lead team projects in collaboration with EMSA leadership and related Information Technology teams.

This position makes decisions for and maintains oversight of appropriate system wide rule and validation tables, approves functional specifications for reports and software modifications, and manages quality control for enhancements and upgrades.

Additionally, the Executive Director will work with the team to improve strategies for functional support for all these systems and services.

The Executive Director will work collaboratively with all members of the Student Information Services team to ensure consistency in executing the enrollment vision of Connecticut State Community College and plays a critical role in ensuring the delivery of high-quality student information services that meet the diverse needs of all students, as well as maintains compliance with FERPA and all applicable policies and laws.

**Supervision Exercised:**

This position reports directly to the Associate Vice President for Enrollment and Retention Services. This position supervises the Director of Banner Student Information Services, the Director of Online Student, Faculty, and Advisor Services, and administrative and/or clerical staff as needed, and is responsible for major personnel decisions including staffing, hiring, firing, evaluation, promotion, and training of employees

The Executive Director will work collaboratively with other offices and services within Connecticut State Community College (such as Enterprise Applications and Information Technology), to build and develop partnerships, relationships, and collaborations with all levels of stakeholders to implement policy and facilitate and enhance the resources and services provided to students, faculty, and 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.

- Key member of the Associate Vice President of Enrollment & Retention Services' staff; collaborates with other Directors and Managers to ensure consistency in executing the enrollment vision of Connecticut State Community College.
- Provides leadership and sponsorship in the implementation of the One College Banner at Connecticut State Community College.
- Supervises and leads the Student Information Services team of EMSA's Enrollment & Retention Services unit.
- Takes a leadership role in the implementation of underutilized or yet to be implemented functionality of the student information systems used by Connecticut State Community College; markets the system functionality of the student information systems and capabilities to maximize its effective use.
- Manages the development and implementation of new enhancements to the Banner Student Information System and other related software systems
- Establishes and implements student and academic affairs policy in the Student Information System; provides information to various user groups.
- Identifies issues/problems which may require technical resolution or resolution at a policy level within the organization.
- Works closely with staff in Enterprise Applications and Information Technology to identify system problems and helps resolve/test during the maintenance or implementation process.
- Researches the functional impacts/benefits in version upgrades and additional modules and coordinates the development of end-user documentation and training.
- Serves as liaison to various groups for the effective and efficient management of the student information systems, including internal stakeholders and external agencies & vendors.
- Develops various communication processes that inform end-users of changes in procedures and features of the student information systems.
- Conducts, coordinates, or participates in training sessions for end-users, including members of the Student Information Services team, Enrollment Operations Team, Degree Audit Technology Team, Reporting & Compliance Team, Registration & Academic History team, and other key stakeholders (in EMSA and other areas of CT State where needed).
- Assists end-users with problem resolution relating to the student information systems; works with end-users to create effective information flow/processes.
- 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.

### **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 managing a student information system, such as Banner.
- Understanding or utilization of portal systems or Ellucian CRM products
- Experience in using enrollment management, content management, and project management software.

- Prior professional experience in an Admissions or Registrar setting.
- Demonstrated ability to develop and implement complex projects and programs in support of college objectives.
- Demonstrated ability to exercise group leadership skills, which emphasize collaboration, consensus building, conflict resolution, and problem solving.
- Demonstrated ability to interact favorably with system and college administrators, staff and faculty.
- Strong information and technology literacy skills.
- Experience supervising and evaluating professional staff.
- Experience leading teams to deliver high quality customer service.
- Familiarity with the community college environment and its student population.
- Sensitivity to and ability to work with the diverse academic; socioeconomic, cultural and ethnic backgrounds of members of the College community, including those with disabilities.
- Considerable interpersonal skills.

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 seven years of related experience with a student/academic information system that would lead to the competencies required for successful performance of the position's essential duties.

**WORK ENVIRONMENT:**

Incumbents typically perform their work in offices. The work involves extensive use of personal computers, but does not, normally, involve any significant physical effort. Reasonable accommodation will be made for incumbents and candidates with physical limitations.