



**Connecticut State Community College
Job Description
Student Information Services Specialist (Online)**

Salary Level:
CCP 18 (Subject to Willis)

Date Approved/Revised:
8/11/22

POSITION PURPOSE:

Under the direction of the Director of Online Student, Faculty and Advisor Services, the Student Information Services Specialist is responsible for the maintenance and support of the functional areas within Banner Student and Banner Faculty & Advisor Self-Service Technology and the Ellucian Experience portal. The Student Information Services Specialist provides leadership and sponsorship of the Banner Student Information System and the Ellucian Experience portal within Connecticut State Community College.

SUPERVISORY AND OTHER RELATIONSHIPS:

This position reports directly to the Director of Online Student, Faculty and Advisor Services. This position may supervise administrative and/or clerical staff as needed.

The position is required to work collaboratively with other offices and services within Connecticut State Community College, and build and develop partnerships, relationships, and collaborations with all levels of stakeholders to facilitate and enhance the resources and services provided to staff, faculty, and students.

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 One College Banner implementation team for Connecticut State Community College.
- Serves as a “functional expert” for the Banner Self-Service technology as well as for the Student/Academic related content within the Ellucian Experience portal.
- Provides functional support to college users daily using the Service Now Customer Support System.
- As a member of the Student Information Services team, the Specialist will write functional specifications for Banner page modifications, new reports, automated procedures, or other enhancements.
- Reviews Ellucian documentation in preparation for upgrades.
- Develops test plans to ensure that new Banner Self-Service functionality is working as designed.
- Assists 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.
- Assists with identifying issues/problems which may require technical resolution or resolution at a policy level within the organization.
- Maintains and supports appropriate use of rule pages and validation tables.
- Works with internal stakeholders and external agencies & vendors for the effective and efficient management of the student information systems.
- Develops and maintains end-user documentation and training materials
- Develops various communication processes that inform end-users of changes in procedures and features of the student information systems, including new releases.
- Delivers training sessions for end-users.
- Assists end-users with problem resolution; 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.
- Maintain a commitment to CSCC overarching goals including initiatives encouraging equity and diversity.
- May work nights and weekends.
- Performs other duties as tasks to support the overall success of the division.

PROFESSIONAL PARTICIPATION AND DEVELOPMENT

In addition to the accountabilities listed above, the incumbent is required to perform a full range of independent, professional activities for managing and supporting various areas within the student information systems.

The incumbent is required to maintain current in the position's required fields of professional expertise and competencies, including computer skills and other bodies of knowledge required for job proficiency. The incumbent is required to maintain strict confidentiality of records and other materials or information of a confidential nature.

- 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 at the college and regional level.

QUALIFICATIONS:

Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and student. 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 working in Registrar's Office, Admissions Office, or other Student or Academic Services department.
- Demonstrated knowledge of student information systems, such as Banner.
- Familiarity with portal systems, CRM products, Degree Audit Technology.
- Strong analytic ability and technology literacy skills.
- 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.

These skills and abilities typically are acquired through a combination of education, training and experience which would include a master's degree in an appropriately related field together with one to four years of related experience with a student/academic information system that includes up to 2 years of supervisory 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.