

**FLORIDA STATE COLLEGE AT JACKSONVILLE  
JOB DESCRIPTION, 2019**

**DIRECTOR OF SYSTEMS IMPLEMENTATION, ONLINE & WORKFORCE EDUCATION**

**FLSA STATUS: EXEMPT – PAY GRADE: 23 - P**

**JOB FAMILY: MANAGERIAL/SUPERVISORY - BUSINESS  
JOB FUNCTION: MANAGERIAL/SUPERVISORY**

**GENERAL STATEMENT OF JOB**

The Director, Systems Implementation & Support plans, designs, and implements online and workforce initiatives that interface/support institutional mission, goals, and strategic plan. The direction includes, but is not limited to, grants development and monitoring, instructional program development and management, curriculum development and collegewide initiatives that promote the growth and development of both online and workforce programs.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES**

Design, implement, maintain and coordinate processes that support effective operations in both online & workforce Education, both independently conceived and identified by Division leadership; research and implement any improvements or enhancements to ensure quality and consistency of online and workforce instructional programs, registration processes, student experience, staff processing of student information, and program review.

Provide facilitative leadership and coordination to ensure consistent quality processes and standards across programs that are compliant with College regulations, policies and procedures and state and federal requirements affecting College operations, including implementation of organization or staff changes by working collaboratively with Human Resources.

Facilitate leadership team in working collaboratively with both internal and external stakeholders (employers and community-based organizations) to help maintain the currency and relevancy of programs, including coordination for program expansion, grant implementation and other College initiatives, including working with faculty to prepare and submit curriculum updates, providing information to financial aid, and preparing any accreditation updates.

Represent Online & Workforce in collegewide initiatives, planning, meetings, projects and discussions regarding ERP modifications, technology solutions, problem resolution and reporting needs.

Collaborate with program leadership to identify areas for program expansion, including gathering research and community-based data to facilitate growth of new programs and expansion of existing ones, including monitoring regional economic activity to identify potential opportunities for program growth, new program development, and/or strategic program enhancement.

Develop and implement comprehensive plan for faculty support systems focused on the specific needs of online and workforce faculty, including onboarding, adoption of college systems and other specific areas that will improve student retention and completion.

Oversee program development function, including identifying, evaluating and implementing new noncredit programs in alignment with external guidelines, accrediting standards, cooperation with existing programs and in response to market needs. Develop and deliver ongoing training for program leadership in all aspects of program management, including Campus Solutions, Finance, Human Resources, Marketing, Student Reporting, Grants and all other operational functions.

Provide leadership in developing and implementing marketing and communications projects and initiatives for all Online & Workforce programs and grants, including maintaining strategic communications with program faculty and administrators, external outreach, promotional materials, digital and print advertising, social media efforts and more.

Manage the development and production of any presentations and external communications from the online and workforce division, including requested letters of support, representation at events, presentations, reports, and preparation of external materials.

Serve as catalyst for innovative approaches and solutions for workforce program enhancements, including implementation of new technology or systems, including provide executive level and operations support and information to the Vice President of Online and Workforce Education.

Perform other duties as assigned.

#### **SUPERVISION RECEIVED**

Supervision is received from the appropriate supervising administrator.

#### **SUPERVISION EXERCISED**

Supervision is exercised over assigned staff.

#### **MINIMUM QUALIFICATIONS**

A bachelor's degree from an accredited institution supplemented by a minimum of five (5) years of related experience

#### **PREFERRED QUALIFICATIONS**

A masters degree from an accredited institution supplemented by five (5) years of supervisory and/or teaching experience

#### **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of equipment including computers. Involves some physical effort, such as standing and walking, or frequent light lifting (5-10 pounds); or minimal dexterity in the use of fingers, limbs, or body in the operation of shop or office equipment. Task may involve extended periods of time at a keyboard.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural, or composite characteristics (whether similar to or divergent from obvious standards) of data, people or things.

**Interpersonal Communication:** Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving instructions, assignments and/or directions.

**Language Ability:** Requires the ability to read a variety of correspondence, reports, forms, brochures, lists, etc. Requires the ability to prepare correspondence, reports, forms, requisitions, etc., using prescribed format. Requires the ability to communicate effectively in standard English; Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

**Intelligence:** Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form; to acquire knowledge of topics related to occupation.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively with staff, students, co-workers and supervisors.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; to determine decimals and percentages; to utilize college algebra and descriptive statistics.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape and visually read various information.

**Motor Coordination:** Requires the ability to coordinate hands and eyes rapidly and accurately in operating computers and modern office equipment and machinery.

**Manual Dexterity:** Requires the ability to handle a variety of computers and office machines, etc. Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination:** May not require the ability to differentiate between colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Revised: 6/19