GENERAL STATEMENT OF JOB

This position maintains and updates the web-based institutional effectiveness/assessment management systems and accreditation management systems for the Office of Institutional Effectiveness and Accreditation (OIEA). Employees in this position provide staff and faculty technical assistance and perform troubleshooting of the systems. Employees in this position also design and prepare employee training for institutional effectiveness/assessment management systems and accreditation management systems.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Provide technical support for submission of electronic reports to SACSCOC, such as Compliance Certification Reports, Substantive Change prospectus documents, and program accreditation reports, as needed.

Provide technical support for off-site and on-site accreditation review teams.

Assist the OIEA department in deploying the use of institutional effectiveness/assessment management systems and accreditation management systems, including new applications or modules adopted by the College. Assist in the testing of new or modified end user products and applications; educate and assist users in following security guidelines and business practices for the assigned web-based systems.

Serve as the College’s primary system administrator/technical support for institutional effectiveness/assessment management systems and accreditation management systems via email, phone, and in person (office visits); identify technical problems; troubleshoot and develop a resolution to the technical problems encountered by users and other system administrators. Identify formatting issues in the web-based systems, identify the reason for the issue, and correct the issue.

Participate in training provided by the vendors.

Maintain knowledge and keeps current on changes to features and applications of the institutional effectiveness/assessment management systems and accreditation management systems.

Create and maintain the current entity list of educational programs and non-academic units in the assessment management system. Review the approved curriculum proposals to identify if the course list should be updated in the curriculum mapping section of the institutional effectiveness/assessment management system. Modify the entity list based upon curriculum changes, program approvals, program inactivation, and college organizational changes.

Serve as the technical liaison with company representatives. Identify and communicate user issues to the company representative and brainstorm ways to solve the issue.

Identify patterns and trends with user issues and work collaboratively with the rest of the department to hold workshops and/or informational sessions with users.

Provide and monitor user access, and maintain a tracking spreadsheet. Review employee separation notices and Board Agenda items and then determine if user access should be removed. Create and maintain a spreadsheet or database of user rights, educational programs and non-academic units.
Run periodic audit and ‘trouble’ reports in the assigned web-based systems, analyze the reports, and identify and resolve issues.

Develop and modify training modules materials; schedule and present training sessions, special workshops and refresher sessions for the institutional effectiveness/assessment management systems and accreditation management systems. Maintain workshop attendance records. Develop and maintain user FAQs and training manuals.

Recommend changes in the institutional effectiveness/assessment management systems and accreditation management systems or reporting procedures when deemed necessary.

Work closely with Human Resources and OIEA staff on faculty credentials module.

Assist appropriate College departments in the use of any program accreditation templates and strategic planning modules. Provide advice to users in implementing these modules.

Train staff on the use of technology as needed to complete specific assignments.

Work collaboratively with OIEA, Marketing and Communications, and IT to enhance and maintain the OIEA department’s websites and any SharePoint sites.

Provide technical support to OIEA and other College users of the OIEA SharePoint sites.

Assist the department with routine and special department projects, i.e., research, data compilation and report preparation.

Interact with staff to review and discuss systems, processes, and procedures.

Perform other duties as assigned.

SUPERVISION RECEIVED
Supervision is received from the appropriate supervisor.

SUPERVISION EXERCISED
None

MINIMUM QUALIFICATIONS
Requires a high school diploma and at least two (2) years of related experience.

PREFERRED QUALIFICATIONS
An associate’s degree from an accredited institute and two (2) years of work experience in occupations such as information technology.

Two (2) or more years working at or with postsecondary institutions. Excellent public relations skills and strong written and verbal communications skills. Must have the ability to proactively identify problems and provides solutions. Experience with website management and html coding is preferred. Applicant must be detail oriented, proficient in Microsoft Office Suite with an emphasis on Microsoft Excel. Ability to identify and implement innovative strategies to improve productivity. Ability to work in a challenging environment that requires flexibility and self-direction. Ability to work with a diverse group of faculty and staff. Must be self-motivated and demonstrate a desire to work in a challenging environment and meet multiple deadlines.
MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS

**Physical Requirements:** Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

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

**Language Ability:** Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

**Intelligence:** Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

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

**Numerical Aptitude:** Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

**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 accurately in operating modern office equipment and machinery.

**Manual Dexterity:** 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 receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

**Physical Communication:** Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

**Environmental Requirements:** Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 5/2014