NORTHEAST TEXAS COMMUNITY COLLEGE

JOB DESCRIPTION

Title III - ONLINE STUDENT SERVICES
DEVELOPER/SOFTWARE SUPPORT TECHNICIAN

Department: Administrative Services
FLSA Status: Exempt
Grade/Level: Admin
Work Schedule:
   Monday - Thursday 8AM - 6PM
   Friday 8AM - 12PM
   Or as assigned by the supervisor

Job Status: Full Time
Reports To: Vice President for Administrative Services
Amount of Travel Required: Some travel required
Positions Supervised: None
Contract Length: 12 months

PURPOSE: The Online Student Services Developer/Software Support Technician works closely with the Title III Team to accomplish grant objectives including; developing online student services by coordinating and managing all resources necessary for implementation of new core software packages and assisting departments in streamlining and automating student services and other activities in and around the College’s ERP system. This position is the technical liaison between college, the Title III Team, ERP system users, college computer services and third party software technical staff.

MAJOR RESPONSIBILITIES:
Assists users and the college as a whole in evaluating alternative software solutions.
Assist in incremental development and pilot testing of critical student support services not currently available online.
Lead committees of users and computer services staff to develop implementation plans/timelines/budgets for implementation of core software packages.
Serve as primary college liaison between college institutional software users, computer services and third party technical staff.
Provides diagnosis and problem resolution of institutional software issues for end users.
Maintains user access permissions and privileges.
Provides high level of customer service for all institutional software support inquiries.
Manages the planning, developing, testing, and implementation of enhancements to institutional software.
Provides and/or assists with necessary training and guidance to users for core institutional software.
Stays abreast of all available enhancements to core institutional software and assists in evaluating appropriateness of implementation.
Performs other duties as assigned.

Competency Statement(s)
- Achievement of Strategic Initiatives – Ability to link departmental work with the achievement of NTCC’s strategic initiatives and Title III objectives.
- Communication - Ability to communicate verbally and in writing clearly and concisely.
- Customer Service - Ability to take care of the customers’ needs while following company procedures.
- Ethics – Ability to be guided by NTCC’s accepted principles of ethical conduct.
- Initiative and Resourcefulness – Ability to act and takes steps to solve or settle an issue.
- Interpersonal - Ability to get along well with a variety of personalities and individuals.
- Judgment and Decision Making Ability – Ability to form sound opinions or make decisions by evaluating available information.
- Leadership – Ability to motivate and guide others to perform in accordance with clear expectations and goals.
• Planning and Organization of Work – Ability to plan, organize staff, direct and control work tasks to meet a specific goal.
• Reliability and Responsibility – Ability to be dependable and trustworthy.
• Skills and Technical Competence – Ability to relate to topics that require an understanding or specialized knowledge pertinent to job needs.
• Team Building – Ability to ensure that team members are invested in team activities and decisions, and that the team works together to achieve a goal.
• Work Under Pressure – Ability to maintain composure when exposed to stress in the workplace.

QUALIFICATIONS:

Education and Experience: Bachelor’s degree plus five years experience in software implementation project management, database administration, super user or technical software support role. Prefer five years or more of higher education experience, preferably at a community college.

Skills and Abilities:
• Ability to manage complex implementation projects.
• Ability to evaluate processes and work with users to streamline work flows and automate manual activities.
• High level knowledge of VMS operating systems.
• Demonstrated experience and ability in developing online student services.
• Demonstrated knowledge of challenges affecting rurally isolated academically disadvantaged students.
• Knowledge of community college mission/goals.
• Excellent communication skills – oral/written.
• Working knowledge of data management systems.
• Ability to understand, create and maintain user manuals and documentation.
• Strong customer service attitude.
• Must have the ability to interpret technical information and present it effectively both orally and in writing to a wide variety of external professionals and in-house staff from diverse socio-economic backgrounds.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually quiet.

Physical and Mental Requirements
• Ability to maintain concentration level while dealing with interruptions. Attention to details, with emphasis on accuracy in data entry. Capable of giving, receiving, and analyzing information, formulating work plans, and articulating goals and action plans. Ability to lift, carry, or move 50 pounds. Walking; good listening skills; frequent stressful conditions; standing; sitting for long periods of time; lack of mental impairment; frequent decision making ability.
• This is an inside office position with minimal safety/health hazard potential.
SIGNATURES:

______________________________________  ________________  
Title III Online Student Services Developer/  Date  
Software Support Technician

______________________________________  ________________  
Vice President for Administrative Services  Date

______________________________________  ________________  
Director of Title III  Date

______________________________________  ________________  
Director of Human Resources  Date

______________________________________  ________________  
President  Date

Job description developed:  February, 2011
Reviewed:  
Revised:  Judy Jackson
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