ADMISSIONS AND RECORDS TECHNOLOGY SPECIALIST

DEFINITION

Under general supervision, provides responsible information technology support related to admissions and records; performs related duties as required or assigned.

CLASS CHARACTERISTICS

This is a technical support class, with responsibility for providing technical assistance in the areas of computer support for the Admissions and Records Office. In addition to performing technical support, this position performs analysis of user needs and works to streamline and design efficient and effective enrollment and registration processes and methods for maintaining and archiving permanent student records.

EXAMPLES OF DUTIES (Illustrative Only)

- Performs technical duties related to departmental computer systems including implementing, testing and debugging program changes (E)
- Works to streamline and design efficient and effective enrollment and registration processes and methods for maintaining and archiving permanent student records (E)
- Works with manager, student groups and others to determine user needs and provides training and technical assistance (E)
- Serves as the department resource for the computerized processing systems (E)
- Confers with Information Technology staff and other College offices to improve the computerized processing systems that support admissions and records functions (e.g. Datatel, HawkTalk and WebAdvisor) (E)
- Provides information that requires the use of judgment and the interpretation of policies, laws, rules and regulations (E)
- Compiles, researches, and prepares a variety of periodic and special reports relating to admissions and records activities (E)
- Assists Information Technology to develop and maintain a comprehensive system to control security and access to confidential student information (E)
- Establishes and maintains files (E)
- Reviews information, resolves problems and identifies alternatives, makes written recommendations and implements changes to meet department needs (E)
- Creates various ad hoc reports and queries; prepares letters and other documents (E)
- Develops and maintains relevant skills through informational workshops, conferences and meetings; gathers and disseminates information to staff (E)
- Performs related duties as required or assigned

(E) = designates essential functions

QUALIFICATIONS

Knowledge of:

- Federal and state laws and College rules and regulations relating to admissions and records
- Business data processing principles and software applications related to admissions and records, including word processing and spreadsheet software
QUALIFICATIONS (cont’d)

Knowledge of: (cont’d)

- Recordkeeping requirements, rules and regulations related to admissions and records
- Office practices and procedures, including filing and the operation of standard office equipment
- Business mathematics
- Basic auditing principles
- Correct English usage, including spelling, grammar and punctuation
- Techniques for dealing with people of diverse academic, ethnic, socioeconomic and cultural backgrounds

Skill in:

- Using computerized hardware, software and data management systems including testing and debugging program changes and determining packaging parameters
- Acting as liaison between computer systems and users
- Coordinating multiple projects and meeting critical deadlines
- Prioritizing work, coordinating several activities and following up as required
- Providing training and work instruction to others
- Interpreting, explaining and applying laws, rules and procedures
- Establishing and maintaining effective working relationships with those contacted in the course of the work both independently and as a member of a team
- Preparing clear and concise correspondence and reports
- Using initiative and sound judgment within established procedural guidelines
- Maintaining accurate records and files
- Maintaining confidentiality of information
- Making accurate arithmetic calculations
- Typing or operating a keyboard with sufficient speed and accuracy to enter data into a computer data base

Other Requirements:

- Must be willing to work evenings and weekends at various college sites
- Specified positions may require or desire bilingual skill in a designated second language

Desirable:

- Experience with Datatel Colleague/Benefactor

Education and Experience

A typical way of gaining the knowledge and skills outlined above is:

Equivalent to completion of two years of college level course work including training or course work in computerized database systems and two years of experience in computerized databases. Additional experience as outlined above may be substituted for the education on a year-for-year basis up to one year.