AUBURN
Human Resources

Coord, Career Services Technology & Insight

Job Description

JOB INFORMATION

Job Code	AD68
Job Description Title	Coord, Career Services Technology & Insight
Pay Grade	SR10
Range Minimum	$53,620
33rd %	$66,130
Range Midpoint	$72,380
67th %	$78,640
Range Maximum	$91,150
Exemption Status	Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	11/10/2022

JOB FAMILY AND FUNCTION

Job Family:	Student Resources
Job Function:	Academic

JOB SUMMARY

Reporting to the Executive Director of Career Discovery and Success, the Career Services Technology and Insight Coordinator provides support and coordination for university career services technologies, platforms, and databases. Serves as the project manager and point of contact for the university-wide Career Services Management platform and associated software and systems to provide functional and technical support. Provides professional level coordinated services to enhance the user experience for all stakeholders (college partners and units, students, and employers). This position serves as the liaison to specific units within Institutional Effectiveness, specifically Information Technology and Academic Insight, as well as to the Office of Information Technology.

RESPONSIBILITIES

- Supports functional users in career services in daily use of the platform(s) keeping them informed of new features; prepares for upcoming changes to the system; solves complex issues; provides updates on issues as they are resolved; and provides user support in responding to questions or concerns.
- Supports campus wide leadership team responsible for decisions impacting broad functionality of career services technologies. Makes recommendations to functional leaders (leads of college career services units and user groups) on setup and use of available information in the platform to support business processes to promote student success. Leads super-user group and specialist groups. Receives feedback from user groups and applies their input in making system-wide decisions.
- Provides event and career fair technology and data reporting support to Career Discovery and Success, as well as to College Career Services and Immersion/Experiential Learning units across campus. This includes event and fair setup, troubleshooting, check-in and kiosk technology setup and support.
- Coordinates functional use of the platform as primary contact with vendor through regular communication to plan for functional updates, optimize use of available features, and troubleshoot functional issues.
- Develops and provides training materials and professional development opportunities focused on student success and utilization of career services and student success technologies for career services professionals and other key user and stakeholder groups, as well as other student support professionals.
- Oversees and coordinates the First Destination back loading process and supports the development of scheduled reports to run in alignment with reporting deadlines and academic calendar timelines within college career services units and Career Discovery and Success.
- Proactively provides data and support to colleges to promote student success including, but not limited to, coordination and reporting of student success data and supporting the development of annual reports and dean’s briefs in coordination with Academic Insight analysts.
- Provides event and career fair technology and data reporting support to Career Discovery and Success, as well as to College Career Services and Supervises graduate assistants and undergraduate student workers

RESPONSIBILITIES

	who support data analytics and IT functions within Career Discovery and Success in an effort to support the campus community and college career services units.
•	Develops processes and procedures to enhance the oversight and management of career services technologies, thus positively increasing the efficiency and effectiveness of the user experience. This includes but is not limited to adding and removing users, assigning user system rights, employer and job approvals, appointment type creation and maintenance, request for student flag or population identifiers, event types, on-campus Campus Recruiting event and interview setup, data, and reporting setup requests, external/ university system integration protocols, FERPA training, etc.
•	Maintains the administrative and functional settings and features in the platform including but not limited to roles, locations, appointment types and categories, settings, etc. and proactively communicates with users to adjust settings to accommodate needs. Monitors and schedules file transfer protocols (FTP) to and from the platform; ensures all settings are correct and updated; troubleshoots files when issues are identified to determines causes and solutions; oversees the set-up of the test, beta, and live system functions; and performs routine security audits on users and communicates with offices as needed.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	Degree in STEM, Education or Human Services	and	5 years of	Experience in student-oriented or higher education technology platforms and/or services such as data analysis, system administrator, admissions, student services.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of learning and career development theories (research regarding student behavior and growth throughout their college experience), education technology practices, FERPA guidelines, and student support/career services operations at a university.	And
Knowledge of SAML, XML, SQL, FTP, API and REST API.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing		X				
Walking		X				
Sitting		X				
Lifting	X					
Climbing		X				
Stooping/ Kneeling/ Crouching		X				
Reaching		X				
Talking		X				
Hearing		X				
Repetitive Motions		X				
Eye/Hand/Foot Coordination		X				

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise		X			
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Vision Requirements:

Ability to see information in print and/or electronically.