

Academic Systems Specialist

The Academic Systems Specialist has overall responsibility for working with departments within and outside Academic Services/Student Success Division to identify, review, prioritize, develop and implement effective business processes related to enrollment management, advising and student support services. This position serves as a liaison between Academics, Admissions, College Credit Plus, Advising, IT, Marketing and other departments as needed to ensure that technical requirements are addressed and process objectives are met. Additional duties include research and resolution of problems and end user training.

Essential Duties (not all inclusive):

- Provides system administration and technical support for a variety of academic system including but not limited to: Ellucian Recruit, TracCloud, Watermark Course Evaluations, Watermark Aviso.
- Works collaboratively with the Director of Admissions, Recruiting and Gateway Services to support recruitment and admissions communication strategies including consultation with College’s Marketing team in the developing and testing of marketing campaign logic and communication workflows.
- Works collaboratively with Academic division leadership to support academic advising strategies and initiatives.
- Works collaboratively with Director of Student Support Services and TRiO to support strategies and initiatives involving tutoring, testing and other student support services.
- Assists with the on-going implementation of CRM strategy for the College to ensure proper usage of recruitment systems, and maintaining of operations documentation.
- Serves as systems coordinator and primary trainer for academic systems as assigned. Training methods will include individual (1:1), small & large group, face-2-face and virtual.
- Engages and actively seeks out latest information, updated functionality and best practices to ensure knowledge remains up-to-date and relevant for assigned academic systems. Attends conferences or professional training as warranted.

- Supports and enhances academic systems processes by creating and maintaining system-wide attributes such as lists, centers, user accounts & roles, reports, preferences, surveys, communication tracks.
- Collaborates with IT department as needed on development, implantation, customization, maintenance and testing of systems.
- Create and execute regular reports to enhance data driven decisions, including those for surveys, usage, contacts, etc. Supports College personnel with the development and implementation of CRM system views and reports to support operational efficiency and data-informed decision making.
- Other duties as assigned.

Qualifications:

Education: Associate’s degree in business, communications, information technology or related; Bachelor’s degree preferred

Experience:

- 2 years’ related experience with business applications, CRM or ERP in higher education preferred.
- Demonstrated excellent knowledge of Microsoft Office suite (Word, Excel, Outlook, PowerPoint).
- Demonstrated competency with database management (creation, data manipulation, queries, reports).
- Experience with integrated information management systems and reporting software.

Review of Resumes to begin 9/23/24
and until filled
(Posted 9/9/24)

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Competitive pay
Medical/Dental/Vision Insurance with low deductibles and low co-insurance
Employer contribution towards retirement: 14% for SERS participants; 10.15% for Alternative Retirement Plan participants
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80 hours of vacation to start
120 hours of sick time/year
16 hours of personal time/year
12 holidays and 2 additional College paid days/year
Free tuition at the College for employee, spouse, and dependents
Tuition reimbursement outside the College for employees
And more!

Please express your interest in this position by submitting a letter of application and resume:

www.ncstatecollege.edu/jobs

or send to:

North Central State College
Attention: Human Resources
2441 Kenwood Circle, Mansfield, OH 44906