Academic Systems Specialist

North Central State College is seeking a collaborative, tech-savvy, and process-minded professional to serve as our next **Academic Systems Specialist**. This role sits at the heart of enrollment, advising, and student support operations — ensuring our systems work seamlessly to support student access and success.
If you enjoy improving processes, solving problems, working across departments, and turning data into action, this position offers meaningful institutional impact.

What You'll Do:
You'll serve as the bridge between technology and student-facing operations — identifying opportunities to improve business processes and ensuring our academic systems support recruitment, enrollment, advising, and student success initiatives. You'll work closely with Admissions, College Credit Plus, Academic Leadership, Student Support Services, IT, Marketing, and other campus partners to align system functionality with institutional priorities.

Key Responsibilities (including but not limited to):

- Provide system administration and technical support for a variety of academic system including but not limited to: Ellucian Recruit, TracCloud, Watermark Course Evaluations, Watermark Aviso, WordPress, Salesforce Marketing Cloud, and RNL Edge. Ensure accurate tracking, reporting and data integrity to support compliance, grant requirements, and institutional reporting needs.
- Work collaboratively with the Director of Admissions, Director of College Credit Plus and Director of Student Support 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 including but not limited to system-based events, recruiting and admission workflows, targeted communication plans, and automated messaging to new prospects, college applicants and current students.
- Work collaboratively with Academic division leadership to support academic advising strategies and initiatives.
- Work collaboratively with Director of Student Support Services by developing, maintaining, and executing system-based reporting for specialized student populations, including foster care youth, TRIO participants, and students under academic probation for initiatives involving tutoring, testing and other student support services.
- Assist with the on-going implementation of CRM strategy for the College to ensure proper usage of recruitment systems, and maintaining of operations documentation.
- Serve as systems coordinator and primary trainer for academic systems as assigned. Develop and maintain documentation, training materials, and best-practice guides. Provide ongoing user support through individual and group training sessions.
- Engage 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.
- Support and enhances academic systems processes by creating and maintaining system-wide attributes such as lists, centers, user accounts & roles, reports, preferences, surveys, communication tracks.
- Collaborate with IT department as needed on development, implantation, customization, maintenance and testing of systems.
- Create and execute regular reports to enhance data driven decisions and maintain data integrity and system accuracy across platforms. Generate and execute reports to support surveys, operational efficiency, and data-informed decision making.
- Other duties as assigned.

What We're Looking For (Education/Experience):

- Associate's degree in business, communications, information technology, or related field required; Bachelor's degree preferred.
- Experience with business applications, CRM, or ERP systems in higher education preferred.
- High level of proficiency in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint).
- Demonstrated competency with database management, including data creation, manipulation, queries, and reporting.

Why You'll Love Working Here:
In this role, you won't just manage systems — you'll help shape how students experience recruitment, enrollment, advising, and support services. You'll collaborate with dedicated colleagues, contribute to meaningful process improvements, and play a key role in advancing student success across our region.

We offer a competitive salary, excellent benefits, opportunities for professional growth, that includes:

- Competitive pay
- Medical, dental, and vision insurance with low deductibles
- Employer contributions to retirement (14% for SERS, 10.15% for ARP)
- College-paid life and long-term disability insurance
- Generous time off:
  - 80 hours vacation to start (to a max of 160 hours)
  - 120 hours of sick time/year
  - 16 hours of personal time/year
  - 12 holidays + 2 additional College-paid days/year
- Free tuition at NCSC for employees, spouses, and dependents
- Tuition reimbursement for education outside NCSC

Application Review Begins: October 26, 2026
Position open until filled
(Posted: 10/12/26)

Ready to Join Us?
Submit your resume and cover letter at:
👉 www.ncstatecollege.edu/jobs

Or send to:
North Central State College
Attn: Human Resources
2441 Kenwood Circle
Mansfield, OH 44906