

JOB DESCRIPTION



Position Title: Student Pathways Systems Manager

Department: Advising & Career Services

Employment Category: Exempt Staff

Primary Location: Sierra Vista Campus

FLSA Classification: Exempt

Remote Work Eligible: No

Parameters: Full-Time; 12 Months/Year

Pay Grade: EX10

Position Summary: The Student Pathways Systems Manager is responsible for developing, initiating, and maintaining the full capabilities of student pathways technology, including the degree audit system, and provides student-centric academic advising support. This position promotes alignment between curriculum, technology, and advising practices to support clear program pathways, accurate academic planning, and student progression towards completion and transfer.

Essential Functions: As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

Duties and Responsibilities: Within the scope of college policies and procedures, this position:

Collaborates with faculty and staff to ensure implementation and maintenance of student pathways technology aligns with policies and procedures followed by the departments involved; monitors emerging capabilities of the software to enhance student navigation, progression, and completion, and make recommendations for short and long-term goals of system maintenance

Assures the student pathways systems tasks are accomplished in a timely manner; oversees the process of applying substitutions and maintenance of petitions and exceptions to support clear and accurate educational pathways; tracks curriculum changes for the academic year; monitors articulation for changes in course transferability

Coordinates system upgrades with the Technology Services department; provides user support to enhance the end user experience; maintains user-class categories and other tasks related to the efficient operation of the system; develops and implements the student education planner functionality that supports program exploration, milestone tracking, and proactive advising within degree audit system; develops a master calendar for scheduled work, maintenance, testing, and upgrades

Develops training guides and conducts training and orientation sessions for end users, ensures processes and procedures are well documented and responds to student and staff inquiries regarding student pathways technology; participates in ongoing departmental training and cross-training activities to ensure an understanding of the college's programs, pathways, curriculum, graduation requirements, policies, procedures, resources and services available to students

Provides comprehensive academic and career planning services to students and applies advising insights that inform system configuration, testing, and enhancement; uses effective communication techniques with various modes of technology, encourages and guides students

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to define and develop academic goals; counsels students about college programs and transfer requirements to other institutions

Engages students in academic and career planning assessments, interprets results, and assists students in developing an educational plan that leads to student success, completion, and/or transfer; supports an appreciative advising framework that focuses on building positive and trusting relationships with students and colleagues

Attends department, district, and state meetings as required, serving as a resource and communication liaison for student pathways technology for internal staff; serves on committees, and task forces as assigned

Performs other related duties as assigned

General Expectations: Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

Education and Experience Requirements:

Master's degree in a related field from an institution accredited by an institutional accrediting body of higher learning recognized by the US Department of Education

Four years related experience

Preferred experience in academic advising, student development, and/ or degree audit management

An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved may be considered.

Knowledge, Skills and Abilities:

Knowledge of and ability to follow college policies and procedures

Knowledge of current technologies and word processing, database, presentation, and spreadsheet software, specifically Microsoft Office applications, Banner and DegreeWorks

Knowledge of the proper operation of and the ability to use personal computers and standard office equipment

Knowledge of academic and/or career advising techniques and case management support

Knowledge of and ability to use and manipulate integrated enterprise systems, preferably Ellucian Banner and DegreeWorks

Skill in interpersonal communication, cooperative problem solving, and basic public relations

Skill in listening to issues, synthesizing information and reaching sound conclusions

Skill in setting up and maintaining detailed records, and database management

Skill in evaluating a student's academic interests and desires to formulate a plan designed to assist the student in achievement of specified goals

Skill in writing queries, scripts, and data validation logic used within Ellucian Banner and DegreeWorks environments preferred

Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner

Ability to relate to a diverse population and to maintain composure when faced with difficult situations

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Ability to organize, prioritize, and follow multiple tasks through to completion with attention to detail

Ability to work independently while contributing to team environment

Ability to read and interpret policies related to academic programs and student requirements for participation in various programs

Ability to establish and maintain effective working relationships with supervisors, other department staff, students and the public

Ability to analyze problems, identify solutions and take appropriate action, resolve problems using independent judgment and decision-making processes

Work Environment: Work is primarily performed under general supervision in an office setting with appropriate climate control. Travel, early morning, evening, and weekend work may be required.

Physical Requirements: Essential functions of this position require: lifting, manual dexterity, ability to communicate.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting majority of time; walking and standing are required only occasionally, and all other sedentary criteria are met

Mental Application: Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem-solving skills are important

Reports To: Director of Advising & Career Services

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.