Job Title	Student Success and Retention Technology Coordinator
PVN ID	CC-2301-005376
Category	Clerical/Office Services
Location	The CITY COLLEGE of NEW YORK
Department	Enrollment Management
Status	Full Time
Annual Salary	$51,242.00 - $63,382.00
Hour(s) a Week	35
Closing Date	Mar 24, 2023 (Or Until Filled)

General Description

The Division of Student Affairs and Enrollment Management supports student success throughout the student life cycle from prospects to alumni. The division promotes student engagement and success through student-centered programming and integrated enrollment services. The offices within the division of Student Affairs and Enrollment Management, including the Office of Student Engagement (OSE) work in tandem with all schools, divisions, and administrative offices at the college.

The Office of Student Engagement (OSE) supports student success throughout the student life cycle from pre-college through college graduation through four different departments and coordination of the campus-wide new student onboarding program. OSE also supports student success, retention, and satisfaction by managing several software platforms used by academic divisions, enrollment services offices, and tutoring centers across campus. OSE also provides data support to advising offices, academic divisions, and enrollment services offices.

Reporting to the Executive Director of Student Engagement, the Student Engagement Coordinator will support the implementation and maintenance of EAB Navigate, SysAid, and other existing and emerging technologies. EAB Navigate is a student success management system that links administrators, faculty, staff, and advisors in a coordinated care network to support students from admission through graduation. SysAid is a service management system utilized by enrollment management, student affairs, and administrative offices across campus.

Other Duties

- Serve as one of the lead application administrators for both Navigate and SysAid and other systems.

- Manage the configuration of each system.
- Provide support for students, faculty, and staff end users of both Navigate and SysAid.
- Support departments and support services as they adopt each system.
- Troubleshoot user and department issues.
- Attend bi-weekly application administrator meetings.
- Attend other meetings as needed.
- Coordinate with CCNY Information Technology (IT) Application Security Liaisons (ASLs) to manage the onboarding of new users of Navigate.
- Develop training materials and training sessions for Navigate tailored to the various user roles: Faculty, Administrators, Advisors, Tutors, Students, etc.
- Monitor daily automatic data uploads to the Navigate system from EAB and CUNY.
- Perform daily local data uploads to Navigate and CRMs.
- Manage updating and distribution of daily new student onboarding reports.
- Assist with the creation of training and support websites and or SharePoint sites for both Navigate and SysAid and other systems.
- Assist with the creation of training and support documentation and materials for Navigate, SysAid, and other systems.

Qualifications

- Bachelor's degree and four years of related experience required.
- Preferred Qualifications:
  - Experience with:
    - Creating and facilitating training sessions.
    - Speaking to large groups in-person and virtually (ZOOM, MS Teams).
    - Using or managing enterprise-level software platforms
      - Navigate, Starfish, SysAid, or Service Now.
      - Creating and maintaining websites and/or MS SharePoint Sites.
      - PowerQuery/Power BI data solutions for MS Excel.
      - Working in a Microsoft 365 environment.
      - CUNYfirst (Oracle/PeopleSoft).
      - Familiarity with and knowledge of FERPA regulations.