
Job Title	ISS Program Technical Specialist
PVN ID	JJ-2311-005996
Category	Instruction and Social Service
Location	JOHN JAY COLLEGE OF CRIMINAL JUSTICE

Department

Status	Full Time
Annual Salary	\$60,000.00 - \$60,000.00
Hour(s) a Week	35
Closing Date	Jan 18, 2024 (Or Until Filled)

General Description

Student Academic Success Programs (SASP) at John Jay College seeks a full-time EAB Navigate Implementation Specialist to support the campuswide Navigate team, with special focus on documentation, training, and scaling. Reporting to the Associate Director for Data Analysis and Retention, the EAB Navigate Implementation Specialist will support multiple student success and retention initiatives by setting up program-specific interfaces and services in Navigate. They will review and amend existing training materials and develop additional resources to create a comprehensive Navigate resource web page for staff, faculty, and students. They will also assist in setting up the Navigate student app for wider use across John Jay College. Since EAB Navigate is a campus-wide resource, the EAB Navigate Implementation Specialist will work with various academic programs both within and outside of SASP to ensure that each program is equipped with both the knowledge and system preferences needed to utilize EAB Navigate as a means for carrying out their day-to-day functions.

Student Academic Success Programs coordinates student success and retention initiatives that support the success of first-year students, sophomores, transfer and CUNY Justice Academy students. They support students enrolled in academic seminars, participating in cohort experiences or semester-long workshop series. SASP emphasizes programming that centers on diversity, equity & inclusion to increase academic achievements, persistence & post-graduate preparation. SASP staff members collaborate with faculty and staff at Academic Affairs, and Enrollment Management and Student Affairs to create shared supports for about 6,000 undergraduates at John Jay College.

Other Duties

- Review and revise the student success processes in EAB Navigate such as (but not limited to) programming up-to-date staff-to-student assignments, launching and monitoring campus-wide messaging and reporting campaigns, ensuring alert and progress report functionality, and aligning EAB Navigate settings to institute operations.

- Create training resources based on implemented Navigate systems to allow students, faculty, and staff to use and understand the EAB Navigate platform within John Jay College.
- Collaborate with other staff to create a new landing page on the John Jay College website for EAB Navigate so that students, faculty, and staff can access the platform and find any resources needed to work within it.
- Interface with various programs and staff groups at John Jay College to ensure that each office can use EAB Navigate for their needs while also complying with John Jay College's processes and practices for the platform.
- Provide troubleshooting for various EAB Navigate users at John Jay College and respond to concerns or issues communicated through email or phone calls.

Qualifications

Minimum Qualifications:

- A bachelor's degree and two years of experience working at a higher education institution are required.
- Experience working at CUNY and/or with EAB Navigate is preferred.
- Proficiency in Microsoft Excel (formulas, pivot tables, etc.)

Other Desired Qualifications:

- Experience as a system administrator for an SSMS, HRIS, CRM system (or an equivalent platform).

Desired Competencies:

- Has excellent written and oral communication skills.
- Has excellent attention to detail.
- Can build partnerships and work collaboratively with various parties to meet shared goals.
- Able to work independently and achieve milestones.
- Able to pull insights from various educational institutions to help define processes and practices.

This is a grant funded position, and subject to continued funding which is scheduled to end on September 30, 2025.