

User Experience & Documentation Specialist Alcorn State University

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Posted Feb. 2, 2024, set to expire Jun. 3, 2024

Job Title	User Experience & Documentation Specialist
Department	Center for Information Technology & Services
Institution	Alcorn State University Lorman, Mississippi

Date Posted	Feb. 2, 2024
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Application Deadline	Open until filled
Position Start Date	Available immediately

Job Categories	Professional Staff
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Academic Field(s)	Information Technology
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Job Website	https://jobopps.alcorn.edu/postings/6925
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Apply By Email

Job Description

The incumbent produces the human-machine interaction for software applications developed and maintained by the Center for Information Technology Services.

Knowledge Skills and Abilities

- Knowledge of wire framing and/or prototyping tools and methodologies
- Knowledge of core GUI and WUI principles and practices
- Excellent communication skills, verbal, written and interpersonal
- Ability to solicit and incorporate diverse perspectives
- Ability to effectively engage and leverage peer feedback
- Ability to influence cross-functional teams without formal authority
- Ability to effectively multitask
- Ability to effectively execute against aggressive timetables
- Ability to design web and mobile solutions for enterprise platforms

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Essential Job Functions

Assists with ensuring the university complies with accessibility standards
Contribute to writing and updating communication and technology policy, procedures, and training manuals.
Manages university Mobile App/Banner Self-Service
Assists with the university's website/content
Manages university workflows via Banner/Microsoft
Assists with Enterprise Applications implementation
Troubleshoot issues with Enterprise end-users
Conduct specialized inquiries resulting in organization, analysis, interpretation and dissemination of information pertinent to project/data issues in administrative planning, decision-making, research objectives, and pertinent regulations.
Liaison for several Banner Modules and Enterprise Applications
Documents all processes for Enterprise Applications and LMS
Keep inventory of Enterprise Applications & LMS contracts and service agreements
Other duties as assigned

Qualifications

Master's Degree equivalent experience
One (1) year related experience

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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