

**Student Services Systems Specialist  
South Orange County Community College District**

Direct Link: <https://www.AcademicKeys.com/r?job=235126>

Downloaded On: May. 18, 2024 3:03pm

Posted Apr. 24, 2024, set to expire Jan. 28, 2025

<b>Job Title</b>	Student Services Systems Specialist
<b>Department</b>	Admissions and Records
<b>Institution</b>	South Orange County Community College District South Orange County Community College District, California
<b>Date Posted</b>	Apr. 24, 2024
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Professional Staff
<b>Academic Field(s)</b>	Student Services
<b>Job Website</b>	<a href="https://wd5.myworkdaysite.com/en-US/recruiting/socccd/SOCCCD/job/Saddleback-College/Student-Services-Systems-Specialist_REQ11955">https://wd5.myworkdaysite.com/en-US/recruiting/socccd/SOCCCD/job/Saddleback-College/Student-Services-Systems-Specialist_REQ11955</a>

**Apply By Email**

**Job Description**

**Title:**Student Services Systems Specialist

**Job Category:**CSEA

**Job Opening Date:**April 23, 2024

**Job Closing Date:**May 14, 2024

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**Location:**Saddleback College

**Work Location:**Mission Viejo, CA

**Department:**Admissions and Records

**Pay Grade, for more information click on this link:**

<https://www.socccd.edu/departments/human-resources/contracts-and-salary-schedules>

**Pay Rate Type:**Monthly

**Work Days:**Monday - Friday

**Work Hours:**Monday - Thursday 9:00 am - 6:00 pm and Friday 8:00 am - 5:00 pm

**Hours Per Week:**40

**Percentage of Employment:**100%

**Months of Employment:**12

**Salary:**Starting salary at \$5,526 to \$6,102 per month

**Required Documents:**

Required: Resume. Optional: Cover Letter

**Job Description:**

C.S.E.A. Classified Bargaining Unit Salary Range 126

Application materials must be received by 11:59 pm 05/13/2024

Required Document: Resume.

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**Applications missing the required document will not be considered.**

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

**SUMMARY DESCRIPTION**

Under direction from assigned supervisor or manager, performs technical support duties pertaining to the development and utilization of the Enterprise Resource Program (ERP) and Student Information (SIS) systems that serve Student Services functions. Serves as an advanced module user and the primary liaison with Information Technology and vendors to implement new systems and to resolve issues.

**DISTINGUISHING CHARACTERISTICS**

This is a journey-level classification that provides system application, testing, and reporting activities. Incumbents exercise discretion and independent judgment in performing the full range of assignments. Successful performance of the work requires knowledge of database applications and basic knowledge of the District's information systems infrastructure.

**REPRESENTATIVE DUTIES**

The following duties are typical for this classification. Incumbents may not perform all the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Serves as the departmental ERP/SIS technical specialist; assists with planning, and implementing technology and automated processes that support departmental programs delivery, compliance, enrollment, and student success; acts as the primary contact person for departmental staff for technical assistance with computerized systems, including testing, training, troubleshooting, and problem resolution; may input and/or modify data in restricted access areas of the module(s). Performs activities related to data updates and ERP/SIS system rollouts, upgrades, and workflows; reviews ERP/SIS documentation in preparation for rollouts and upgrades; participates with end users and IT in implementing and testing ERP/SIS rollouts, upgrades, and workflows; creates end-user documentation including training materials and job

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aids; provides training on systems processes and procedures; may update departmental web page content.

- Participates in the development and implementation of new programs, policies, procedures, methods, and business processes; collects data and recommends processes to improve services.
- In conjunction with IT staff, tests system patches and modifications; reports tests results; liaisons with IT staff and vendors as needed to correct issues; documents data and system issues and resolutions and maintains related records.
- Provides recommendations for data security and monitors for fraud; reviews error lists and makes data corrections.
- Conducts activities associated with the annual system set-up; maintains processes for data importing, data integrity, and application management.
- Ensures successful storage and retrieval of data; monitors and maintains data integrity of tables, fields, reports, and related systems; tests applications to ensure accuracy of data; works with College/District IT to correct data issues.
- Develops and performs SQL queries and commands to extract data; utilizes applications to import/export data; maintains proper data backup and storage procedures.
- Develops and runs system reports and documents for a variety of departmental needs, activities, and reporting requirements; works with IT staff to develop and maintain reports based on department needs; reviews data/reports for accuracy; creates and maintains databases; assists with audits.
- Serves as a technical resource regarding the assigned system module(s); assists staff who have access to module information with technical system questions or problems.
- May prepare work orders of a technical nature as necessary; updates records of equipment usage and location; may participate in the ordering, inventorying, and maintaining of supplies and equipment.
- May perform specialized technical administrative duties pertaining to the business operations of the assigned department; attends and participates in a variety of meetings, trainings, workshops, committees, events, and conferences; maintains compliance with mandatory trainings and certifications as directed by supervisor; maintains current knowledge and stays up to date on requirements and changes related to area of assignment.
- Provides functional and technical work direction to lower-level staff, temporary employees, and student workers; participates in the selection of new staff; trains new and existing staff as assigned; prioritizes and coordinates work assignments; monitors and reviews activities to ensure that work is completed in a timely and accurate manner.
- Operates a variety of office equipment and machines; learns to use new technology as necessary to perform duties.

Establishes and maintains cooperative working relationships with students, staff, and faculty, as

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well as various outside groups to ensure efficient, effective, and correct implementation of departmental objectives.

- Maintains departmental area(s) in a safe, clean, and orderly environment; assures compliance with established safety procedures and regulations; refers unresolved problems to supervisor.
- Prepares, completes, and maintains a variety of correspondence, records, documents, forms, and reports; disseminates information as appropriate; verifies and reviews documents and reports for completeness, accuracy, and conformance with established regulations and procedures; independently responds to various inquiries and correspondence.
- Abides by all confidentiality practices required by District, College, state, and federal policies, laws, rules, and regulations. May perform the duties of lower-level departmental classifications, as needed.

Perform related duties as required.

### **QUALIFICATIONS**

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time to successfully perform the assigned duties.

#### **Knowledge of:**

- Principles, practices, and technologies of operating systems.
- Principles and practices used in business processes and ERP/SIS systems associated with student services programs.
- Principles of database design and data management and reporting.
- Data systems concepts and structures.
- Data management, data extraction, and relational databases.
- Various software packages, databases, and applications used in a Student Services Office.
- Principles and practices of research, data collection, and report preparation.
- Philosophy, operational characteristics, services, activities, goals, and objectives of the assigned area; eligibility requirements; specialized functions, activities, operations, rules, regulations, requirements, and restrictions related to the assigned area; terminology, techniques, equipment, materials, principles, theories, practices, and procedures related to the assigned area.
- Work organization and current office practices, procedures, terminology, methods, and equipment, including computer hardware and peripherals, devices, and applications; principles and procedures of business letter writing.
- Principles and techniques used in providing a high level of customer service.
- Techniques to facilitate effective interaction with people on an individual or group basis;

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interpersonal skills using tact, patience, and courtesy.

- Effective written and oral communication skills including correct English usage, grammar, spelling, punctuation, and vocabulary; public speaking and presentation skills.
- Pertinent Federal, State, and local codes, laws, and regulations; including FERPA; confidentiality requirements when dealing with personal and sensitive student information.
- Diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds; institutional and community resources available to assist a diverse student population; needs of students with disabilities or requiring special services.
- Principles, practices, requirements, and procedures of data and records management.
- Occupational hazards, health, and standard safety policies and procedures.
- Principles and practices of providing training, work direction, and guidance to lower-level office staff and student workers.
- District and College organization, services, programs, operations, policies, and objectives.

**Ability to:**

- Review and implement software packages and database applications related to departmental objectives.
- Perform technical tasks within defined deadlines.
- Apply critical thinking skills.
- Communicate with others to identify and translate information needs into system requirements.
- Assist end users on a wide variety of system issues and make and implement sound recommendations.
- Develop procedural documentation and train end users.
- Conduct research and present technical information and data in an effective manner; design, create, and run reports.
- Validate systems functionality.
- Perform the duties of lower-level classifications within the assigned department, as necessary.
- Research regulatory information and resolve questions.
- Perform arithmetic calculations and reconcile data; perform statistical computations.
- Access, enter, import, and export data into a variety of applications and software.
- Develop and implement data queries.
- Read, understand, and apply information from technical materials.
- Impart technical and detailed information to non-technical individuals or groups.
- Demonstrate sound judgment and interact extensively with and respond to requests and inquiries from students, faculty, staff, and public; respond appropriately to requests and inquiries; effectively present information in person, electronically, or on the telephone to students, staff, or the public; provide excellent customer service.

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- Communicate clearly and concisely, both orally and in writing in English; use correct English usage, grammar, spelling, punctuation, and vocabulary; understand and follow oral and written directions in English; listen actively and effectively; conduct presentations, as necessary.
- Develop, maintain, and foster effective working relationships involving interactions and communications personally, by phone, and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis.
- Exercise good judgment, discretion, tact, and personal initiative in resolving confidential, difficult, and sensitive situations, according to established policies and procedures; use sound judgment in recognizing scope of authority; maintain critical and sensitive information, records, and reports confidentially.
- Operate and troubleshoot office equipment including hardware, software, and devices supporting word processing, database management, and spreadsheets; type or enter data at a speed necessary for successful job performance; maintain accurate filing, record keeping, and tracking systems; apply excellent organization skills and attention to detail; compose and prepare correspondence and memoranda; maintain filing systems; prepare documentation, reports, and other written materials.
- Learn and understand the organization and operation of the assigned department as necessary to assume assigned responsibilities; understand, interpret, explain, and apply administrative and office policies and procedures as well as pertinent laws, regulations, and ordinances; work within the policies, functions, and requirements of area of assignment.
- Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.
- Work effectively under pressure with frequent interruptions and a high degree of public contact on a variety of tasks concurrently while meeting established deadlines and changing priorities; concentrate on detailed tasks for extended periods of time; work confidentially, independently, and collaboratively.
- Assess situations, analyze problems, identify alternative solutions, project consequences of proposed actions, and adopt effective courses of action.
- Maintain the cleanliness, sanitation, safety, and organization of assigned area; ensure adherence to safe work practices and procedures; monitor activities in assigned area and enforce policies for proper use and behavior.
- Effectively utilize technology and equipment in the performance of duties; adapt to changing technologies and learn functionality of new equipment and systems.
- Maintain an adequate inventory of materials and equipment.
- Provide training, functional and technical work direction, and guidance to assigned staff and student workers.
- Assist others in locating appropriate resources; provide assistance to others in matters related to



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assigned area.

- Participate in trainings, conferences, and meetings on-site and off-site as required.
- Report to work on a regular and consistent basis, as scheduled, to assigned job.
- Work evening/weekend shifts as required.

### **EDUCATION AND EXPERIENCE GUIDELINES**

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

#### **Education/Training:**

An Associate's degree from an accredited institution. Bachelor's Degree in business, information systems, or related field preferred.

#### **Experience:**

Three years of experience working in a Student Services office (preferably within the assigned department) within a higher education environment that includes performing specialized technical work and advanced use of a data management system.

OR

Two years of increasingly responsible application systems experience including the use and troubleshooting of ERP applications and supporting data reporting functions, preferably in a higher education student services environment.

### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

**Environment:** Work is performed primarily in a standard office setting. Duties are typically performed at a desk or computer terminal; subject to noise from office equipment operation; frequent interruptions and contact in person and on the telephone with students, academic and classified staff, and others. At least minimal environmental controls are in place to assure health and comfort.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment



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requiring repetitive hand movement and fine coordination including use of a computer keyboard; to verbally communicate to exchange information; and to occasionally travel to other offices or locations to attend meetings or to pick up or deliver materials.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction

**SPECIAL COVID-19 NOTICE:**

Interviews may be held in-person (following all necessary precautions) or in a virtual format. Employees must reside in California while employed with the South Orange County Community College District (SOCCCD), even during remote work. Thank you for your continued interest in working at the SOCCCD.

The SOCCCD is committed to protecting the health and wellbeing of students, faculty, staff, administrators, and the communities it serves. More information can be found on our District website by visiting <https://www.socccd.edu/communications/covid-19-information>.

**NOTICE TO ALL CANDIDATES FOR EMPLOYMENT:**

The Immigration Reform and Control Act of 1986, Public Law 99-603, requires that employers obtain documentation from every new employee which authorizes that individual to accept employment in this country. SOCCCD will not sponsor any visa applications.

**PLEASE NOTE:**

A California Public Employees Retirement System (CalPERS) retiree may not accept employment until after the first 180 days of retirement. Anyone retired from CalPERS accepting permanent employment with this District will be required to reinstate as an active CalPERS member. Please contact CalPERS for additional information regarding your retirement status.

Any active vested member of California State Teachers Retirement System (CalSTRS), who accepts employment with the District to perform service that requires membership in CalPERS, is eligible to

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elect to continue retirement system coverage under CalSTRS

**DISABILITY ACCOMODATIONS:**

If you require special accommodations in the application and/or selection process, please notify District Human Resources at least two (2) business days prior to the Job Close Date/Initial Screening Date, by either calling (949) 582-4850 or sending an e-mail to [hrinfodesk@socccd.edu](mailto:hrinfodesk@socccd.edu).

**ATTENDANCE REQUIREMENT:**

Report to work on a regular and consistent basis, as scheduled, to assigned job.

**CAMPUS CRIME AND SAFETY AWARENESS:**

Information regarding campus crime and safety awareness can be found at [www.saddleback.edu](http://www.saddleback.edu) or [www.ivc.edu](http://www.ivc.edu). Paper copies are available in the District Human Resources office upon request.

**EEO/AA Policy**

**DIVERSITY, EQUITY, INCLUSION, AND EQUAL EMPLOYMENT OPPORTUNITY (EEO):**

The South Orange County Community College District is committed to creating an academic and work environment that fosters diversity, equity and inclusion and equal opportunity for all, and ensures that students, faculty, management and staff of all backgrounds feel welcome, included, supported, and safe. Our culture of belonging, openness, and inclusion, makes our district a unique and special place for individuals of all backgrounds.

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Our District and our colleges are looking for equity and inclusion-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to the understanding of diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present within our community. When you join our District, you can expect to be part of an exciting, thriving, equity-focused, and inclusive community that approaches higher education with the lens of social justice and collaboration among students, faculty, staff, administration, and community partners. In deciding whether to apply for a position with our District, you are strongly encouraged to consider whether your values align with our District's mission and goals for EEO, Diversity, Equity, and Inclusion.

**SOCCCD IS AN EQUAL OPPORTUNITY EMPLOYER**

**Contact Information**

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

**Contact**

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