

International Systems Support Administrator - Global
Operations Office
Tufts University

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Posted Mar. 7, 2024, set to expire Dec. 31, 2024

Job Title	International Systems Support Administrator - Global Operations Office
Department	
Institution	Tufts University Medford, Massachusetts
Date Posted	Mar. 7, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Information Technology
Job Website	https://jobs.tufts.edu/jobs/20231?lang=en-us&iis=Job+Board&iisn=AcademicKeys

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Job Description

Overview

The Global Operations Office at Tufts University sits within the Finance Division and reports to the University Controller. The Global Operations Office is comprised of three parts; International Travel Health, Safety, and Security, International Systems Support, and Global Operations support, and serves all Tufts campuses and the entire campus community.

The Finance Division is a key department in the central administration of the university and is responsible for the treasury, purchasing, budgeting, accounting, bursar, payables and post-award grant administration for this doctoral research university.

In 2019, Tufts began implementing the Terra Dotta Global Opportunities/Study Abroad module. Previously, Tufts had approximately 1,200 students participating in learning opportunities abroad, which were managed by 24 different offices across the university. All offices used various management systems including paper forms, SLATE, Salesforce, Trunk, and online forms (e.g. Qualtrics). The university recognized the need to move away from this decentralized model to best facilitate the expansion of overseas programs throughout the university, to improve compliance and reporting, and to create one system for all study abroad and international

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opportunities that is searchable and accessible to all students. With the bulk of outgoing international programs now integrated into Terra Dotta and others regularly added, the department seeks applicants to join the Global Operations team to contribute to and support the university's international programs and opportunities for students.

What You'll Do

The International Systems Support Administrator manages an essential technology platform at the university that administers applications for international study abroad and travel opportunities. The role exists to ensure that all applicable programs are integrated into the platform and that departments and students have the necessary support for their programs and applications. The role oversees critical data processes and feeds related to emergency response for international incidents and compliance reporting.

Essential Functions:

International Outgoing Platform Management:

- Serve as the lead business owner for the Terra Dotta International Outgoing Programs Platform at Tufts, including serving as the point of contract for Terra Dotta, and internal stakeholders and users (students, staff, faculty, advisors, etc.)
- Build and maintain outgoing international programs in Terra Dotta
- Create program brochures and communication and messaging materials for programs
- Coordinate with internal offices and staff on program and application design in the Terra Dotta platform
- Provide feedback and advice on best practices for new users to increase adoption and understanding of the platform
- Document department processes on program implementation and platform use
- Support other system and administrative processes necessary to facilitate Tufts activities overseas

User Support:

- Serve as point of contact for internal stakeholders on troubleshooting and technical support related to the Terra Dotta platforms
- Monitor for system updates, product releases, software and functionality changes, and integrate changes and updates into Tufts platforms, and in existing and new programs
- Train faculty and staff on Terra Dotta platforms
- Participate in training opportunities offered by Terra Dotta to expand knowledge and expertise

Travel Registry Support

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- Create group travel registrations and support stakeholders with the group travel process
- Build, test, and quality control workflows in the Travel Registry
- Monitor Travel Registry platform for new functionality and implement process improvements
- Document processes and policies related to platform use and user management
- Serve as back-up support for Travel Registry management

Data Collection, Reporting and Analysis

- Compile and analyze data for department annual report and other institutional needs as requested
- Compile trip data into an organized, recurring feed for external partners
- Test and validate automatic and recurring data feeds
- Develop and distribute university-wide reports on university-sponsored international travel
- Collate, clean and manage data sets in Terra Dotta systems and Salesforce
- Establish and oversee support ticketing system in Salesforce
- Manage department's use of Salesforce

Communication, Training and Resource Development

- Create communication materials and content for Global Operations website or printed resources
- Develop training materials and resources (web, print, video) on international systems for campus partners
- Conduct trainings opportunities for campus partners
- Develop user guide and resource library with printed and video materials to enhance knowledge and skills of platform users

What We're Looking For

Basic Requirements:

- Bachelor's degree in liberal arts, computer science, international education or related field
- Proficiency in Terra Dotta or other study abroad enrollment management/application software
- 2-3 years' experience in the field of international education or higher education

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- Strong attention to detail and ability to work independently
- Excellent written, verbal, and interpersonal skills to work effectively with faculty, staff, students, and outside vendors
- General knowledge of data reporting and analytics
- General knowledge of IT systems, and willingness to learn and adapt to new technology quickly

Preferred Qualifications:

- Previous experience in Terra Dotta software and IT systems used at a higher education institution
- Experience working or studying abroad
- Experience in report writing and editing, and content creation for websites, brochures, and publications
- Working knowledge of Salesforce
- Graduate Degree in higher education, international education, project management, instructional design or applicable/relevant field

Pay Range

Minimum \$70,000.00, Midpoint \$87,550.00, Maximum \$105,100.00

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

Contact Information

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

Contact

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