

HILLSBOROUGH COMMUNITY COLLEGE

CLASS SPECIFICATION

Class Title: Student Services Systems Officer

Approval Date: April 14, 2008

Level: E

FLSA Status: Exempt

Class Code: E0574

Approved by: College President

GENERAL DESCRIPTION

Manages the creation, maintenance, and disposition of student and financial aid data. Responsible for the facilitation of enhancements, problem solving, and training of the student and financial aid computer system. Coordinates responsibilities with financial aid, Student Services Enrollment Management, and Office of Information Technology. Oversees and evaluates the use of digital imaging, system conversion, user acceptance testing, security access, patch facilitation, new technological acquisitions and training.

KEY RESPONSIBILITIES

% OF TIME

1.*	Acts as System Agent for student module of administrative online system and ImageNow. Creates security classes, approves access forms and researches security issues with OIT. Extracts data from Colleague in the form of queries and reports. Conducts periodic audits.	20%
2.*	Trains staff in the use of online administrative system and new applications. Creates training manuals and documentation.	10%
3.*	Serves as liaison between SSEM area and OIT. Creates project requests and specifications for projects. Tests new processes and coordinates testing with campuses and/or departments.	20%
4.*	Serves as implementation coordinator for new technical projects, working with campuses and/or departments and OIT.	20%
5.*	Researches and provides problem solving options for SSEM problems related to system issues.	10%
6.*	Updates administrative online system for registration periods and test scores equivalencies.	5%
7.*	Provides data for ad hoc reports, mailing lists of directory information to external parties, and quality control for reporting.	10%
8.	Runs, processes, and sends files to National Student Clearinghouse for degree verification.	5%
9.	Performs other similar and related duties as assigned.	

* Indicates an "essential" job function.

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KEY JOB REQUIREMENTS

<i>Formal Education:</i>	Bachelor's Degree required.
<i>Work Experience:</i>	5 to 7 years prior related work experience required.
<i>Planning:</i>	Plans events that will occur during the year, and have some effect on the department's annual expenditures and/or revenues. The primary scope of planning activities in this position affects the entire college.
<i>Impact on Actions:</i>	Has a strong, but not controlling voice in decisions on the operating budget; can authorize or recommend expenditures within an approved budget. Provides supportive advice, analysis, or related services, which impact grants and revenues.
<i>Impact of Decisions:</i>	There is major responsibility for making decisions and final recommendations, which routinely affect the activities of a campus. Position duties may include responsibility for developing strategic plans for one or more campuses.
<i>Complexity:</i>	Work is non-standardized and widely varied requiring the interpretation and application of a substantial variety of procedures, policies and/or precedents used in combination.
<i>Decision Making:</i>	Supervision is present to establish and review broad objectives relative to basic position duties or departmental responsibilities. Independent judgment is required to study previously established, often partially relevant guidelines.
<i>Problem Solving:</i>	Problem solving involves identification and analysis of diverse problems; answers are usually found by reviewing standard technical manuals and administrative procedures and modifying them for unusual situations.
<i>Communication with Others:</i>	Requires regular contacts with internal and external persons of importance and influence involving considerable tact, discretion and persuasion in obtaining desired actions and/or the handling of difficult personal relationships.
<i>Supervision of Others:</i>	Provides limited supervision for one or more functions within a department. Formally plans, assigns, directs, and coordinates the work of these functions. Typically responsible for performing some non-supervisory duties in addition to supervisory responsibilities. Nature of work supervised requires training and experience, a thorough knowledge of departmental or divisional activities, and an understanding of an appreciation for work conducted in other departments or school/centers of HCC.
<i>Job-Related Knowledge:</i>	Advanced Professional Skills: The professional theory and practice of the level above, but applied at the advanced level of a "seasoned" professional. Requires extensive knowledge of their professional discipline and a working knowledge of related fields. Understands information in several unrelated professional disciplines.
<i>Innovation/Creativity:</i>	Work requires the development of innovative methods, procedures, products, or systems. This is a significant part of the job and results generally affect several schools.
<i>Working Conditions/ Physical Effort:</i>	Minor physical exertion and/or physical strain. Work environment involves only infrequent exposure to disagreeable elements.

