



Classification Description

Job Title: Director, Student Technology & Strategy Pay Grade: Administrator

Job Code: 4213 FLSA Status: Exempt

Job Purpose

The Director of Student Technology and Strategy is a visionary and strategic leader in the Information Technology Department, focusing on the seamless integration and utilization of technology in the student enrollment process. This position plays a pivotal role in influencing technology-related decisions and formulating strategies to enhance the enrollment experience for both students and staff. This position works collaboratively with administrators, faculty, and staff at all levels and across all departments throughout the College to develop and implement technology projects that are related to enrollment and retention of students. This is an administrator on annual contract position which reports directly to the Vice President of Information Technology and Digital Strategies.

General Responsibilities

Essential Functions

Develops and implements strategic technology initiatives aimed at optimizing the student enrollment process.

Collaborates with cross-functional teams to identify opportunities for technology enhancements that contribute to a seamless and positive enrollment experience.

Oversees the integration and implementation of student-facing technologies, ensuring alignment with the institution's objectives.

Evaluates emerging technologies and make recommendations for adoption, ensuring that the technologies meet the evolving needs of students and staff.

Analyzes current enrollment processes and identifies areas for improvement through the use of technology.

Implements solutions that streamline workflows, reduce administrative burden, and enhance overall efficiency.

DIRECTOR, STUDENT TECHNOLOGY AND STRATEGY

Works closely with the CIO, IT teams, and other departmental leaders to align technology strategies with institutional goals.

Engages with students, faculty, and staff to gather insights, understand needs, and ensure that technology solutions are user-centric and add value.

Utilizes data analytics to monitor the effectiveness of technology implementations, identify trends, and make informed strategic decisions.

Provides regular reports to the CIO and other stakeholders on technology performance, progress on initiatives, and return on investment.

Works with the Office of Institutional Research, Assessment and Effectiveness as needed to analyze, interpret and report out enrollment and student success data.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree from a regionally accredited institution of higher education.

Six (6) years of full-time professional work experience in a student-centered area within a higher education setting. Appropriate combination of education and experience may be substituted.

Demonstrated experience in project management and leading technology initiatives.

Strong analytical, strategic thinking, and problem-solving skills.

Excellent interpersonal and communication skills, with the ability to engage effectively with various stakeholders.

Knowledge of emerging technologies and trends in higher education.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.

DIRECTOR, STUDENT TECHNOLOGY AND STRATEGY

- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: September 28, 2023.