Oregon TECH

Classified Employee Position Description

SECTION 1. POSITION INFORMATION

a. Class No./Title: 1462 - Info Technology Consultant	**b. Competency Level:** 1
c. Effective Date 5/2/2012	**d. Position No:** H99849-Reg office
e. Working Title:	**f. Work Unit:** Registrar's Office
g. Agency No.: 58018	**h. Agency Name:** Oregon Institute of Technology
i. Employee:	**Supervisor:** Sonja Holcomb
j. Work Location: Klamath Falls, Klamath	
k. Position : Full Time Permanent Regular Hours	
l. FLSA: Non-Exempt	**Eligible for Overtime:** Yes

SECTION 2. PROGRAMMING INFORMATION

a. Describe the program in which this job exists. Include program purpose, who is affected and scope. Include relationship to institutional mission.

This position exists with the Registrar's Office of Oregon Institute of Technology. This office manages students registration, student record-keeping, commencement, degree audits, transfer credit evaluation, VA benefits, athletic eligibility, residency, class scheduling, college catalog, and institutional research functions. The office includes the Registrar, Assistant Registrar, Information Technology Consultant-Level One, Administrative Program Specialists, Office Specialist 2 positions, temporary clerical workers and student workers. The office serves a student body of approximately 4,000 students and 250-300 regular and adjunct faculty members.

b. Describe the purpose of this position and how it functions within this program by completing this statement:

This position will provide consultative support to students, staff, and faculty to enhance the use and access of technology and information systems for the Registrar's Office. This involves implementing new software, aiding with upgrades, improving business processes, coding various reports, and providing training and technical documentation to users that maximize their ability to utilize system capabilities and features. This position also provides technical and administrative support to the work unit by granting and removing Web for Faculty access, scheduling courses, processing grades, paginating/editing the annual catalog, coordinating summer term, and providing direct service to students regarding registration, student records, and academic policies and procedures. The incumbent is required to have an AA/AS degree in computer science, information systems, or a related field of study and at least one year of related work experience. The incumbent must also demonstrate interpersonal and communication skills in working with users to interpret needs and provide appropriate data solutions and technical support, be proficient in using standard software packages, have the ability to integrate multiple applications and/or systems, a working knowledge and demonstrated ability to develop and deliver technical training and user documentation, a working knowledge of

various programming languages and implementations.

Strong organizational skills are required. The ability to work independently and as part of a team is essential. Excellent writing, speaking, and presentation skills are necessary. Employee must have a high level of motivation and the ability to work under pressure.

SECTION 3. DUTIES

a. Major Duties

Business Intelligence - 30%
Responsible for initial implementation of Cognos, training, technical documentation, upgrades of the system, and report writing using SQL. Create ad hoc reports using SQL for the Registrar's Office and other faculty/staff. Analyze data requirements and ensure integrity of the data. Develop and administer data policies, procedures, and standards, including security. Assist in data transfers and file sharing via utility programs.

Course Management and Planning - 40%
Manage the class scheduling process with minimal guidance, coordinating with Registrar's Office, campus offices, and instructional departments. Work closely and independently with faculty scheduling coordinators in instructional departments ensuring the integrity of the class schedule is maintained. Set up and roll academic terms in Banner SIS, manage and troubleshoot Astra Scheduling Software. Manage access and security for all Astra Scheduler users.

Using independent judgement interpret policies and procedures, change and/or implement scheduling procedures and rules. Train and provide technical documentation to new faculty on the use of Astra Scheduler and institutional scheduling policies and ensuring faculty adhere to these policies.

Work directly with Deans and with the Provost's Office to coordinate summer term offerings and enrollment. Finalize summer term schedule and work with graphic designer to create a printed Summer Schedule of Classes. Coordinate advertising and marketing of Summer Term. Work with Student Activities Coordinator and ASOIT to ensure activities and events are offered and correctly displayed on Registrar's Website.

Serve as lead for technical implementation, training, documentation, upgrades and management of a course demand analysis tool for the Registrar's Office. This tool combined with DegreeWorks and Astra Scheduler will provide information to our academic departments, advisers, and students, which will result in better course schedules and planning for our students. The position will evaluate course offerings in relation to changing student demand to isolate section addition and reduction candidates and provide data to help refine offering times to maximize course access for students. In addition, this position will provide data needed to make evidence based decisions and statistical analysis of institutional resources.

WorkFlow - 20%
Devise methods for integrating technical tool and applications to improve business processes and streamline the flow of information. Work with ITS to create triggers and workflow models in Banner, Astra Scheduler, DegreeWorks, Platinum Analytics, and Cognos.

General Catalog - 5%
Attends Curriculum Planning Commission meetings for Registrar's Office in order to give input, advise on curricular changes for the institution, guides faculty on policies and procedures that must be followed in order to ensure integrity of all degrees and accreditation standards. Tracks curricular changes and maintains CPC files. Reviews and edits the catalog annually under the supervision of the University Registrar. Updates OrACRAO website and implements Banner changes in regard to new courses and course changes. Lead for developing/implementing curriculum software tools.

Customer Service - 5%

Provide direct services to students regarding registration, student records, and academic policies and procedures. Register students, process class adds and drops, issue transcripts, and answer phone inquiries.

b. Marginal Duties

Provide ad hoc Web for Faculty training to all adjunct faculty as needed. Grant and remove Web for Faculty access each term. Manage and ensure the integrity of the grading process and other duties as assigned.

SECTION 4. WORKING CONDITIONS

Describe special working conditions, if any, that is a regular part of the job. Include frequency of exposure to these conditions.

Periodic involvement with processing large groups of students in the registration process. Must adapt quickly to constantly changing and complex policies and procedures. Makes recommendations regarding needs and/or changes and implements those changes. Greatly influences the perception of Oregon Tech and the Registrar's Office by interactions with prospective and current students, parents, and other college's personnel. Must work with interruptions from telephone and in-person interviews with faculty, staff, and students. Must deal frequently with frustrated persons who are irate and/or confused. Includes extensive use of computers, including specialized knowledge of a complex student information system, related software, and relational databases. Flexible work schedule may be required.

SECTION 5. GUIDELINES

a. List any established guidelines used to perform the job, such as state and federal laws or regulations, policies, manuals or desk procedures.

Oregon Tech Catalog
Unwritten Registrar procedures and precedents
Institutional policies and procedures
FERPA
Banner Technical Documentation
Other technical documentation as required

b. How are these guidelines used to perform the job?

Oregon Tech Catalog is used to determine institutional policies, although experience and judgement are required to interpret the policies in many situations.

Unwritten Registrar's policies and precedents are used to conduct business and protect the integrity of the office, degree, and student records.

Institutional policies and procedures define how we implement change.

FERPA is used to determine what student information can be released to other persons/agencies.

Banner and other technical documentation is used to implement new technological advances in the office.

SECTION 6. WORK CONTACTS

With whom outside of co-workers in this work unit must this position regularly come into contact?

Who Contacted	How	Purpose	How Often
IT Department	Phone, email and in person	Collaborating, problem solving, and information gathering.	Regularly
Faculty and staff	Phone, email and in person	Provide trainings for information systems, access needs of users.	Regularly

Oregon Tech students, parents and/or guardians	Phone, email and in person	Giving information, assisting with issues of registration and/or grading and promoting events and programs.	Weekly

SECTION 7. JOB-RELATED DECISION MAKING

Describe the kinds of decisions likely to be made by this position. Indicate the affect of these decisions where possible.

Makes decisions regarding what needs to be done by recognizing the existence of or lack of particular functions in technology and the difference in a few recognizable situations. Determines best use of campus resources and ensures that faculty are upholding institutional guidelines and procedures that are job related. Employee will independently resolve problems, assess needs, determines and implements appropriate course of action. Employee must be able to interpret and apply all policies and procedures to individual situations.

SECTION 8. REVIEW OF WORK

Who reviews the work of this position? (List classification title and position number.) How? How often? Purpose of the review?

Work receives direct supervision and annual evaluation by the Assistant Registrar.

SECTION 9. ADDITIONAL JOB-RELATED INFORMATION

Any other comments that would add to the understanding of this position:

The incumbent must possess the skills and abilities required to organize and prioritize work, respond to conflicting business needs, work collaboratively with a group of people to produce a product or service, make decisions and take responsibility for work, effectively exchange information in order to interpret the needs of our users,evaluate alternatives to achieve quality and technical solutions that support the long and short-term goals of the users and departments and the mission of Oregon Tech.