Auburn University Job Description

Job Title:	**Coord, Career Services Technology & Insight**	Job Family:	No Family
Job Code:	**AD68**	Grade SR10 $48,800 - $83,000	
FLSA status:	Exempt		

Job Summary

Reporting to the Executive Director of Career Discovery and Success, the Career Services Technology and Insight Coordinator provides support and coordination for university career services technologies, platforms, and databases. Serves as the project manager and point of contact for the university-wide Career Services Management platform and associated software and systems to provide functional and technical support. Provides professional level coordinated services to enhance the user experience for all stakeholders (college partners and units, students, and employers). This position serves as the liaison to specific units within Institutional Effectiveness, specifically Information Technology and Academic Insight, as well as to the Office of Information Technology.

Essential Functions

1. Supports functional users in career services in daily use of the platform(s) keeping them informed of new features; prepares for upcoming changes to the system; solves complex issues; provides updates on issues as they are resolved; and provides user support in responding to questions or concerns.

2. Supports campus wide leadership team responsible for decisions impacting broad functionality of career services technologies. Makes recommendations to functional leaders (leads of college career services units and user groups) on setup and use of available information in the platform to support business processes to promote student success. Leads super-user group and specialist groups. Receives feedback from user groups and applies their input in making system-wide decisions.

3. Provides event and career fair technology and data reporting support to Career Discovery and Success, as well as to College Career Services and Immersion/Experiential Learning units across campus. This includes event and fair setup, troubleshooting, check-in and kiosk technology setup and support.

4. Coordinates functional use of the platform as primary contact with vendor through regular communication to plan for functional updates, optimize use of available features, and troubleshoot functional issues.

5. Develops and provides training materials and professional development opportunities focused on student success and utilization of career services and student success technologies for career services professionals and other key user and stakeholder groups, as well as other student support professionals.

6. Oversees and coordinates the First Destination backloading process and supports the development of scheduled reports to run in alignment with reporting deadlines and academic calendar timelines within college career services units and Career Discovery and Success.

7. Proactively provides data and support to colleges to promote student success including, but not limited to, coordination and reporting of student success data and supporting the development of annual reports and dean's briefs in coordination with Academic Insight analysts.

8. Provides event and career fair technology and data reporting support to Career Discovery and Success, as well as to College Career Services and Supervises graduate assistants and undergraduate student workers who support data analytics and IT functions within Career

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Discovery and Success in an effort to support the campus community and college career services units.

9. Develops processes and procedures to enhance the oversight and management of career services technologies, thus positively increasing the efficiency and effectiveness of the user experience. This includes but is not limited to adding and removing users, assigning user system rights, employer and job approvals, appointment type creation and maintenance, request for student flag or population identifiers, event types, on-campus Campus Recruiting event and interview setup, data, and reporting setup requests, external/ university system integration protocols, FERPA training, etc.

10. Maintains the administrative and functional settings and features in the platform including but not limited to roles, locations, appointment types and categories, settings, etc. and proactively communicates with users to adjust settings to accommodate needs. Monitors and schedules file transfer protocols (FTP) to and from the platform; ensures all settings are correct and updated; troubleshoots files when issues are identified to determines causes and solutions; oversees the set-up of the test, beta, and live system functions; and performs routine security audits on users and communicates with offices as needed.

11. Performs other duties as assigned.

Supervisory Responsibility

May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

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Minimum Required Education and Experience

	Minimum	Focus of Education/Experience
Education	Four-year college degree	Degree in STEM, Education or Human Services
Experience (yrs.)	5	Experience in student-oriented or higher education technology platforms and/or services such as data analysis, system administrator, admissions, student services.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

Knowledge of learning and career development theories (research regarding student behavior and growth throughout their college experience), education technology practices, FERPA guidelines, and student support/career services operations at a university.

Knowledge of SAML, XML, SQL, FTP, API and REST API

Certification or Licensure Requirements

None required

Physical Requirements/ADA

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires .

Job occasionally requires .

Vision requirements: Ability to see information in print and/or electronically.

Date: 11/10/2022