Auburn University Job Description

Job Title: **Coord, Advising Technologies**

Job Code: **AA33**

FLSA status: Exempt

Job Family: No Family

Grade 35: $51,900 - $86,400

Job Summary

Reporting to the Director of University Advising, the Advising Technologies Coordinator provides support and coordination for university advising and student success technologies. Serves as the project manager and point of contact for the EAB Navigate software, known as Advise Assist at Auburn University, to provide functional and technical support and oversees the Early Alert Grade program. Provides professional level coordinated services to identify and assist students who are at risk of academic failure.

Essential Functions

1. Supports functional users in advising and tutoring in daily use of the platform 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 advising and student retention technologies. Makes recommendations to functional leaders (directors of student services, tutor coordinators, specialists, etc.) on setup and use of available information in the platform to support business processes to promote student success. Leads super-user group and specialist groupsand applies their input in making system-wide decisions.

3. Maintains the administrative and functional settings and features in the platform including but not limited to roles, locations, reason codes, settings, etc. and proactively communicates with users to adjust settings to accommodate needs. Monitors and schedules file transfers to the platform; ensures all settings are correct and updated; troubleshoots files when issues are identified to determine causes and solutions; oversees the set-up of the test site; and performs routine security audits on users and communicates with offices as needed.

4. Coordinates functional use of the platform as primary contact with vendor through regula r communication with EAB 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 advising and student success technologies for Academic Advisors and other student support professionals.

6. Oversees and coordinates the Early Alert Grade process, schedules reports to run and ensures its listing in the academic calendar. Communicates with and assists faculty, Biggio Center, and OIT as needed to respond to questions and troubleshooting challenges when submitting grades. Communicates to and notifies students directly regarding their early alert grades. Sends reports to colleges, schools, and campus partners regarding their student's early grade reports and of early performance in their course.

7. Proactively provides data and support to colleges to promote student success including, but not limited to, coordination and reporting of student success data, oversight, review, and maintenance of success markers in Advise Assist, and committee support.

8. May perform other duties as assigned.

Auburn University Job Description

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.

Auburn University Job Description

Minimum Required Education and Experience

	Minimum	Focus of Education/Experience
Education	Four-year college degree	Degree in Counseling, Education, Psychology, Human Sciences, or related field
Experience (yrs.)	5	Experience in student-oriented technology platform and/or services such as recruiting, advising, and/or counseling.

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 adult learning theory and student development theory (research regarding student behavior and growth throughout their college experience), advising and retention practices, FERPA guidelines, and student support operations at a university.
Strong communication skills to communicate updates and assistance for users.
Strong problem solving skills for analyzing complex problems.
Ability to consider perspectives and needs of multiple units to find solutions that work for all.
Proficiency in the use of Excel for interpreting reports and investigating issues with file loads.
Knowledge of EAB software
Strong project management skills.

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 sitting, talking, hearing, .

Job occasionally requires standing, walking, reaching, stooping/kneeling/crouching/crawling, handling objects with hands, and lifting up to 10 pounds.

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

Date: 2/26/2021