



Student Services Support Coordinator

Approved: July 1, 2020
Reports to: Director of Operations
Supervises:
FLSA Status: Non- Exempt from Fair Labor Standard Act

Job Related

General Duties: Lead in the development, integration, delivery, security, training, consultation and efficient help-line support required for effective utilization of student services software programs and related packages.

Specific Duties:

1. Provide primary support for all student services software applications and supporting applications to user sites.
2. Develop, manage and test custom student services reports which include custom grade cards/transcript and other third party reporting services for all student software packages.
3. Act as liaison for users, LACA, and software vendors to report issues and enhancement requests.
4. Design and deliver end-user and administrator training and workshops for the student services software applications.
5. Test software upgrades, patches and enhancements; record and report issues to staff and vendor.
6. Attain expertise in software products, utilities and programming techniques to enhance and supplement student software programs, data needs and reports.
7. Provide leadership and support of expanding the student services software applications and data collection and reporting methods for current and future needs.
8. Maintain general knowledge of communication network and PC/MAC user interface to provide user support.
9. Prepare documentation for users and LACA staff.
10. Complete all necessary paperwork and forms in a timely manner.
11. Perform routine error logging and reporting in the state helpdesk.
12. Evaluate existing procedures/policies and recommend improvements.
13. Maintain maximum knowledge of operating all local and remote printers, scanners, terminals, and additional peripherals as defined by the Director of Operations.
14. Provide leadership to the Student User groups and provide assistance as needed to the Student Services Committee.

Proposed: 5/21/2020
Approved: 7/1/2020
Motion: 21-002



15. Maintain a good working relationship with all central site staff to ensure a coordinated team approach to the institution of procedures and the resolution of problems.
16. Perform all other duties as defined and directed by the Director of Operations.

Personal

1. Maintain professional and responsible attitude and respect.
2. Is dependable in attendance.
3. Has a good working relationship with users, staff and vendors.
4. Accepts authority and direction.
5. Supports and reflects organization policy and image.
6. Retains good working attitude when overtime is required.
7. Excellent management and organizational skills

Qualifying Experience

1. Minimum 2 year computer degree and/or 2 years experience in a computer related field.
2. Good written and verbal communication skills, and must interact well with Executive Director, users, and vendors inspiring confidence from all.
3. Working knowledge of computer languages and/or operating systems and ability to use software tools to perform needed tasks.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language skills: Ability to read, analyze and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from staff members and clients, regulatory agencies, or members of the business community. Ability to write reports. Ability to effectively present information to top management, public groups, and/or boards of directors.

Reasoning Ability: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret and extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Physical Demands: While performing the duties of this job, the employee is required to sit, stand, walk, and use hands to finger, handle or feel objects, tools, or controls. The employee frequently is required to reach with hands and arms, talk, or hear. The employee is occasionally



required to climb or balance; stoop, kneel, crouch, or crawl, taste and smell. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. The employee may occasionally be expected to move and/or lift 100 pounds or move but may obtain assistance or use equipment and carts to facilitate these tasks. Specific vision abilities by this job include close vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Work Environment: While performing the duties of this job, the employee frequently works near moving, mechanical parts and is frequently exposed to fumes or airborne particles and risk of electrical shock. The noise level in the work environment is usually moderate to occasionally loud.

Equal Employment Opportunity Statement

LACA offers equal employment opportunity to all job applicants and gives all staff members equal consideration in all practices, terms and conditions of employment. LACA abides by all local, state and federal laws regarding equal employment opportunity and shall make all employment decisions without regard to race, color, religion, national origin, gender, ancestry, age, disability, genetic information, military status, veteran status, or any other characteristic protected by law.