

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Student Services Analyst

Unit: Supervisory and Professional

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Job Code: D1014
Original Date: 07/1998
Last Revision: 04/2016
Staff Type: Classified
FLSA status: Exempt
Salary Range: M

DEFINITION

Under the direction of the Vice Chancellor or President, use independent judgment to plan, organize, implement, complete, and manage special projects which are complex or technology-related and have a significant districtwide impact and visibility. Perform complex and independent research and analyses for an assigned district program area; provide leadership in all aspects of program management, including development, implementation, completion, and follow-up.

EXAMPLE OF DUTIES

1. Manage projects and the development of marketing strategies, advertising, implementation, coordination, and completion, which follows all major changes to current district operations. Plan and define user functionality, timing issues, and implementation dates. Develop operational requirements and write detailed specifications for projects, including required modifications to software/programs to address system limitations. Research and conceptualize new web sites including look, functionality, and integration potential. Establish budgetary limitations and development of strategies.
2. Plan business processes and organize and coordinate district and campus resources. Coordinate a variety of surveying and data gathering activities using sophisticated statistical data modeling and advanced qualitative and quantitative methods. Summarize and analyze results using effective presentation techniques, illustrate options, and offer cost effective solutions. Perform complex statistical and technological data analysis.
3. Analyze administrative, business, and operational processes being considered for new or revised systems and ancillary applications and/or procedures to ensure departmental and district standards and protocols are met, along with federal, State, and county regulations and requirements. Conduct a comprehensive system risk analysis to address potential problems and recommend solutions.
4. Maintain effective communication and working relationships with administrators, contractors, and staff within the assigned and related projects. Consult with and advise managers and technical and functional representatives on the project application, interpretation of technical information, and the implication on operations and procedures.
5. Identify, troubleshoot, and resolve issues and concerns relating to implementation, operations, policies, and procedures and coordinate the resolution of technical, functional, and regulatory issues. Coordinate project workflow, identify assignments, analyze risk, track progress, and ensure completion. Delegate tasks to support staff, as appropriate.
6. Maintain fiscal accountability for an assigned budget using economic modeling techniques. May be responsible for the coordination of student accounting functions.
7. Provide technical and functional leadership and analytical support to departments, committees, faculty, staff, and administrators. Participate on and provide technical assistance to district committees. Serve as liaison with outside agencies and other districts on assigned projects.
8. Provide leadership for support personnel assigned to the program area. Screen, interview, train, discipline, evaluate, and make hiring/termination recommendations regarding subordinate staff.

9. Coordinate, develop, and oversee the training of districtwide staff regarding the program area. Train all levels of staff on system/project functionality.
10. Serve as resource to district planning and governance committees for strategic planning.
11. Perform other duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

- Advanced research techniques and methodologies.
- Applicable sections of federal and State Education Codes.
- Comprehensive report preparation with respect to purpose, method, analysis, results, and recommendation.
- Computer data management and analysis applications.
- Correct English usage.
- District organization, operations, policies, goals, and objectives.
- Federal and State legislative mandated reporting requirements as applicable.
- General principles of budgeting and accounting.
- Principles and practices of administration, training, supervision, and management, including practices and methods of administrative and management analysis.
- Principles of statistical analysis.
- Principles of survey design and techniques.
- Project and research planning and design, data collection, analysis, report preparation, and presentation of results.
- Salient issues and current methodologies in post-secondary education, such as student success, accreditation, curriculum, research, and financial aid.
- Specialized interactions between the web and computer systems for functional integration purposes.
- Technical Writing.
- Use of computer applications for research of a sophisticated nature, including technical, legislative, and regulatory documentation.

Skills and Abilities:

- Ability to perform SQL queries or similar query based languages.
- Analyze situations and adopt an effective course of action.
- Collaborate with management, department heads, administrators, and end users to resolve complex issues.
- Communicate effectively both orally and in writing.
- Coordinate marketing plans with vendors
- Create new policies and procedures as needed.
- Design and administer questionnaires and research instruments.
- Develop and maintain manuals.
- Establish and maintain effective working relationships with others.
- Evaluate and make recommendations in operations, systems, procedures, policies, and methods.
- Implement project and follow-up for future enhancements/modifications.
- Independently initiate research studies and reports, including the design, collection, organization, analysis, coordination, and development of research.
- Interpret and explain laws, rules, policies, and procedures.
- Meet schedules and timeliness.
- Modify, test, evaluate, and implement system modifications as necessary.
- Perform statistical and administrative analysis.
- Prepare written analysis, recommendations, and complex reports.
- Provide leadership to users and resolve issues/problems.

Research and analyze data and information; reason logically and creatively; and develop, evaluate, and effectively present alternative recommendations.

Strong report writing and presentation skills.

Strong oral and written communications skills.

Train and supervise personnel.

Work confidentially with discretion.

Work independently with little direction.

Training and Experience:

Any combination of training and experience equivalent to: a Bachelor's degree from an accredited college or university and two years of project management with four years of professional level experience coordinating the research, study, and analysis of management, budget, administrative, organizational, functional, or procedural problems or a Master's degree in Public Administration or similar related field.

WORKING CONDITIONS

Physical Requirements:

Category III

Environment:

Favorable, usually involves an office.