

YUBA COMMUNITY COLLEGE DISTRICT

CLASS TITLE: INFORMATION SYSTEMS STUDENT SERVICES LIAISON

BASIC FUNCTION: Under the direction of the Software Applications Supervisor, the Student Services Liaison will act as liaison between Student Services and Information Systems providing: assessment, implementation and testing of updates, new features and new state or federal regulations using the District's administrative software, Colleague. There is a heavy emphasis in the Financial Aid arena.

DISTINGUISHING CHARACTERISTICS:

The Student Services Liaison will assume responsibility for overall report development, testing and implementation of new functionality, and content development that will interface with third party applications.

REPRESENTATIVE DUTIES:

Design, develop and plan efficient means of implementing new or revised system components to improve Colleague use and reliability. (E)

Help develop plans for upgrading of software application systems, lead department teams, and use effective project management tools (E)

Test and analyze the impact of system upgrades/patches on custom programming. (E)

Conduct and evaluate department needs and provide analysis of computer systems and recommend solutions. (E)

Design and provide specifications for subroutines and extensions to customize the integrated system components. (E)

Provide documentation, train staff, and end users in system features and usage. (E)

Evaluate and implement state and federal reporting requirements for information collection and processing. (E)

Provide analytical and report writing services. (E)

Determine appropriate methods for gathering, presenting and reporting data. (E)

Develop report formats and specifications. (E)

Conduct analysis of large data files; ability to make assessments and recommendations on reporting assessments. (E)

Participate in short- and long-range planning. (E)

Keep current about new developments and technology regarding Colleague information analysis, planning, and reporting systems. (E)

Explore innovations and trends in technology with and for institutional applicability. (E)

Meet with staff in other cross-functional systems to identify and resolve problems. (E)

Participate in internal and external user groups; serve on committees as assigned. (E)

Other related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Uses, capabilities characteristics and limitations of computer systems and related equipment
Principles and techniques of programming, data processing and programming documentation

ABILITY TO:

Analyze, design, write, test and resolve problems with complex and technical computer systems, programs and subsystems

Read, interpret, and apply technical publications, manuals, and other documents

Independently diagnose problems, develop solutions and communicate effectively with users

Interpret and implement requirements based on laws and regulations

Prepare clear and concise reports

Work independently or as a member of a team

Communicate effectively both orally and in writing

Maintain accurate records

Establish and maintain effective working relationships with staff, faculty and vendors

EDUCATION AND EXPERIENCE: Any combination equivalent to a BA/BS degree and two (2) years of professional experience providing end user support in an integrated database environment; experience programming and developing reports, working knowledge of database interfaces and reporting tools; including community college experience.

ENVIRONMENT:

Office environment; subject to constant interruptions

PHYSICAL ABILITIES:

Sitting and operating a keyboard to enter data into a computer terminal for extended periods of time

Hearing and speaking to exchange information

Moderate lifting up to 25 pounds