

Class Code:.....0859C
Position #: (NUNC).(E)..
Developed by:.....CW;CJ
Reviewed by:LK;DLJ
Approved by:.....LK;AMC
Date:12/04;11/16;05/17;6/17

UNIVERSITY OF RHODE ISLAND
Position Description

TITLE: Senior Associate Director of Enrollment Services (Student Systems)

DIVISION: Academic Affairs (Enrollment Services)

REPORTS TO: Director of Enrollment Services

GRADE: 16

SUPERVISES: Professional, clerical and technical support staff

BASIC FUNCTION:

Serve as the primary support personnel for the Student Financials area. This includes information processing and technical operations for Student Financials including enhancements for increased functionality. Work in conjunction with ITS for upgrades and enhancements and serve as a liaison for the eCampus Student Administration (SA) module. Lead cross-organizational teams and serve as a point of contact for all SA projects, including scope and schedule. Work in conjunction with technical and functional managers (business managers and directors) to ensure that SA business requirements and processes are implemented and improved successfully. Serve on the Enrollment Services Management Team.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Maintain the Student Financial module and provide technical support for the Cashiering/Bursar area. Work collaboratively with the Senior Associate Director/Bursar, Assistant Director/Bursar, and serve as a liaison with the UCS assigned developer. Work collaboratively with the University's Budget and Controller offices.

Provide maintenance of production set-up tables as needed for implementation of new functionality within Student Financials, as well as problem solve issues that may occur with existing functions and processes.

Monitor, track, and report on Student Financials progress, deliverables, and quality assurance.

Provide day-to-day management of all projects, upgrades, and enhancements of the e-Campus Student Administrative (SA) modules which directly affect Enrollment Services (i.e. Campus Community, Student Records, Academic Advising, Student Financials and Financial Aid).

Create and maintain complex datasets and queries as used by the Division of Enrollment Management for enrollment planning and analysis. Collaborate with Institutional Research and other Enrollment Services staff to provide data for grants and initiatives that are determined to be vital for data-driven decision making.

Coordinate the strategies and long-term plans (including all requirements and ROI cases) for implementations, customizations, upgrades, and conversions of SA system for Enrollment Services. Develop and manage detailed project plans, estimating staffing requirements and budgets.

Oversee cross-organizational team, both functional and technical staff, associated with the e-Campus SA modules that affect Enrollment Services. Collaboratively work with ITS in determining IT requirements, budgeting, etc. to set work activities/priorities.

Provide leadership of SA business process re-engineering including design and implementation oversight. Identify cross-module dependencies and integration with the e-Campus HR and Financials systems.

Train strategy in new or enhanced functionality and processes associated with the SA modules that affect Enrollment Services.

Responsible for communications associated with the SA modules, including monitoring, tracking and reports on project progress, deliverables and quality assurance. Ensure all affected parties receive a continuous stream of timely and accurate communications regarding the project as well as how and when it will impact them; including the entire University community (faculty, staff and students.)

OTHER DUTIES AND RESPONSIBILITIES:

Serve as a member of the senior management team responsible for the continued formation, management, delivery, and oversight of enrollment services.

Develop and maintain collaborative relationships with academic and administrative offices and outside agencies.

Provide supervision of administrative staff members in the Office of Enrollment Services. Establish goals and staff work plans and evaluates performance toward these goals.

Perform other duties as required.

LICENSES, TOOLS AND EQUIPMENT:

Personal computers and printers; word processing, database management and spreadsheet software, PeopleSoft SA modules (version 9) for Higher Education, PeopleTools, SQL/SQR associated with PeopleSoft systems.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

REQUIRED: Bachelor's degree; Minimum of five years supervisory experience in higher education enterprise-wide computing systems; Demonstrated experience in project management associated with the implementation of new student systems (such as PeopleSoft SA and Student Financials); Demonstrated experience with query writing; Demonstrated experience with report writing; Demonstrated experience with SQL; Demonstrated organizational skills; Demonstrated verbal communication skills; Demonstrated proficiency in written communication skills; Demonstrated experience in process re-engineering, process design/mapping and/or process implementation; and Demonstrated ability to work with diverse groups/populations.

PREFERRED: Master's degree; Minimum of five years' experience working with setup of a higher education student information system; Minimum of five years project management experience for large-scale applications systems; Demonstrated experience with database architecture design and maintenance; Demonstrated knowledge of student academic record keeping policies and procedures; Demonstrated experience with PeopleSoft Student Records, Student Financial systems, Campus Community, Academic Advisement, Degree Audit, Queries, and Academic Structure; and, Demonstrated experience working at a research university.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.