

Job Code:101557
Position #:(PSA).....(E)
Developed by:.....KJ
Reviewed by:.....DLJ; LK
Approved by:.....
Date:.... 04/08/2022

UNIVERSITY OF RHODE ISLAND
Position Description

TITLE: Specialist, International Education Software Management and Communications

DIVISION: Academic Affairs (Office of the Provost)

REPORTS TO: Vice Provost for Global Initiatives/Senior International Officer

GRADE: 10

SUPERVISES: N/A

BASIC FUNCTION:

Operational responsibility for implementation and integration of the immigration compliance software and system. Oversee the day-to-day functions of the International Center's Terra Dotta Software systems (TDS) including management of all TDS applications related to program marketing, enrollment, and student-facing functions. Perform website maintenance and update public facing materials, assist in marketing and outreach including social media. Support the general online presence of the International Center.

ESSENTIAL DUTIES AND RESPONSIBILITIES :

Act as primary liaison for the URI and Vendor team associated with implementation of new immigration software system, system maintenance, and system management.

Collaborate with URI Institutional Offices to comply with data security policies and best practices.

As a Terra Dotta super user, have primary operational responsibility for TDS providing education abroad support, upgrades, management, and other responsibilities associated with administration, training and testing of the software-updating content across all education abroad programs.

Use Terra Dotta Systems to streamline the study abroad application process.

Recommend and implement improvements to processes and technology in the International Center.

Provide staff training on best practices and use of all International Center software systems.

Troubleshoot and provide technical support. Serve as liaison with advanced technical support through software provider.

Maintain records of procedures and revise as needed.

Primary responsibility for the URI Global website, social media, outreach, and engagement. Assist and aid in development of all public facing materials including community messaging and engagement.

Maintain the International Center's social media presence, providing input as to where the Center should have a presence, and assist in keeping those sites and postings current and interesting. Help produce, edit, update and post content in various social media outlets.

Support the outreach efforts of the office.

Manage the office calendar.

OTHER DUTIES AND RESPONSIBILITIES:

Perform other duties as required

LICENSES, TOOLS AND EQUIPMENT:

Personal computers, printers and word processing, databased management and spreadsheet software.
Terra Dotta Software

ENVIRONMENTAL CONDITIONS:

The incumbent is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

REQUIRED: Bachelor's degree; Minimum of two years of experience as a Terra Dotta Software super user working with study abroad programs; Demonstrated ability to coordinate and market international programs; Demonstrated experience with standard office software and computer database programs; Demonstrated experience giving online presentations and developing informational materials; Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency in written communication skills; Demonstrated ability to interpret institutional policies and prepare detailed reports; and, Demonstrated ability to work with diverse groups/populations.

PREFERRED: Demonstrated experience with software integration and implementation and office onboarding; Demonstrated experience working with a range of immigration compliance platforms; Demonstrated experience overseeing marketing plans for a department or business (including creating, designing, and editing print and digital work and publications); and, Demonstrated experience using a variety of social media platforms for business or professional purposes.

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