STUDENT SERVICES
SYSTEMS AND ACCOUNTS SPECIALIST

Class Title: Program Operation Specialist
Class Code: 8

PURPOSE
Oversee and manage the user aspects of all Student Services Office (SSO) systems and applications and their integration with HFS and University systems. This position is responsible for exercising independent judgment in interpreting and applying rules and regulations as they relate to data and system maintenance. This position supports HFS operations and ensures that Student Services activities conform to institutional, department, state and federal policies and/or regulations. SSO systems include, but are not limited to: CBORD Housing Management System (HMS), MS Dynamics GP ERP, Catalyst, SSO Google Drive, Student and Desk Services SharePoint sites, department’s central email box. Play a key role in any upcoming department or university system replacement or additions.

This position is also responsible for ensuring accurate data in HMS and creating, analyzing and updating reports for the Student Services Office.

RESPONSIBILITIES
Systems:
- Provide technical expertise and lead coordination of all activities related to analysis, design, application support, implementation, training and support for all existing and future SSO systems.
- In consultation with supervisor, utilize decision-making authority to allocate resources and establish policies, methods, and procedures for HFS Student Services Systems.
- Serve as subject matter expert of the Housing Management System.
  - Oversee systems operations for the housing management database including application building and maintenance, system testing, system utilization and training.
  - Train systems personnel and users in all facets of systems, including structural concepts, input/output methods, transaction processes, and policy requirements.
  - Develop, document and maintain user manuals and operating procedures for systems; interpret and apply system policies and procedures in resolution of user problems and inquiries.
  - Create automatic assignment and self-selection rules to ensure that department assignment policies are adhered to.
  - Assign residents using the HMS automatic assignment module and assist with post-assignment auditing
  - Coordinate with management, technical staff, and users to establish, design, and test requirements for multiple system interfacing; develop edits to assure program accuracy
- Respond to and provide direct support for system issues reported by users; work closely and collaboratively with HFS IT and SMEs in troubleshooting issues and make recommendations for solutions.
- Lead and participate in the development and execution of change management plans, testing plans, feasibility studies, and work breakdown structures.
- Liaise with users, HFS IT and third party vendors of SSO software systems through planning, implementation, upgrade and production phases.
- Ensure that policy and procedures related to position are documented and maintained.
- Ensure student data is accurately input into systems and ensures all records are up to date.
• Develop and execute audit plan to ensure data accuracy and integrity and communicate with stakeholders to ensure that policies and procedures are maintained in order to ensure complete and accurate data in systems.
• Maintain current on policies, procedures, regulations and technology and propose mitigation plans.
• Anticipate changing business needs and implement continuous analysis to support process transformation
  o Identify ways to maximize use of data in support of key activities
  o Analyze unit’s activities and trends and compares against best practices
• Assist in short- and long-range planning, and achieving unit and Departmental goals and objectives.
• Identify items needing improvement and makes recommendations for changes.
• Works with other HFS stakeholders and leadership to determine prioritization and implementation scheduling.
• Work independently without direction, follow through on all assignments, and ensure work is complete, accurate, and submitted in a timely manner.
• Develop effective reporting tools. Prepare routine reports weekly, quarterly, and annually.
• Oversee occupancy management and reporting strategies and ensure the timely and accurate production of housing reports, assessment and analytics.
• Assist with reviewing external and internal publications for accuracy and clarity
• Attend special events and serve on Department and/or University committees as assigned.
• Perform other duties as assigned.

POSITION COMPLEXITIES
This position requires an understanding and recognition of the University’s complex and decentralized environment, and how to communicate and coordinate activities with multiple university units and systems. Systems impact record keeping and integrity of data regarding HMS. Systems also impact Department relationships with students and campus colleagues.

WORKING CONDITIONS
Regular Monday through Friday office hours with occasional hours required for special projects and emergencies.

REPORTS TO
Position works under general direction of Assistant Director of Student and Desk Services. This position will also work closely with and receive direction from the HFS Student and Financial Services Business Systems Analyst. Works independently to meet supervisors, unit and departmental goals and objectives.

MINIMUM QUALIFICATIONS
• A bachelor's degree and four years of professional university housing management.
• Demonstrated experience working with databases.
• Experience managing and making decisions in a complex environment.
• Ability to work effectively in a fast-paced, development-oriented environment while maintaining excellent working relationships with faculty, staff, students and families.
• Excellent oral and written communication and presentation skills.
• A track record of fostering a positive work environment.
• Creativity and resourcefulness with a high degree of flexibility.
• Excellent administrative, financial, organizational and problem-solving skills
• Commitment to continuous improvement of business operations.

Equivalent combinations of education and experience may be considered.

DESIRED QUALIFICATIONS
• Experience in a university housing office.
• Experience in software and web application management at a public institution of higher education.

CONDITIONS OF EMPLOYMENT
• A satisfactory outcome from the employment verification and reference check processes is required prior to hire.