

# BUTTE-GLENN COMMUNITY COLLEGE DISTRICT

**CLASS TITLE: PROGRAM MANAGER, STUDENT SUPPORT SERVICES (CCCTC)**

**L190.100**

**BASIC FUNCTION:** Under the administrative direction of an assigned administrator, the Program Manager, Student Support Services, California Community College Technology Center (CCCTC), will manage and oversee the day-to-day operations of the technology center student services, monitor web applications, provide data reporting, and monitor enrollment portals/channels and services on behalf of the CA State Chancellor's Office and the California Community Colleges.

The Program Manager, Student Support Services, CCCTC will identify technology and program needs through continuous review and analysis based on program effectiveness, needs, and delivery methods making recommendations to upgrade, implement, and enhance the student experience beginning with online enrollment and throughout a student's lifecycle within the California Community College System.

The Program Manager will lead a team of subject matter experts (SME) and vendor services within the CCCTC to provide excellent service to California Community Colleges providing ongoing support and customer service to end users such as faculty, administrators, managers, staff, and students. The Program Manager will support beta testing, technology enhancement and delivery and implementations of new programs/student platforms/channels.

**ESSENTIAL and REPRESENTATIVE DUTIES:** *(The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related or a logical assignment to this class. The essential duties of the class are indicated with an asterisk \*.)*

- \*1 Manage, plan, identify and anticipate end user needs and system requirements to meet the CCCTC demands; make recommendations for additional and/or new software updates and implementations in support of student portal access and operations.
- \*2 Manage and supervise day-to-day activities and workflow of support staff including but not limited to instructing, assigning, and planning work, determining performance objectives, and maintaining CCCTC standards and program deliverables.
- \*3 Direct and evaluate desired outcomes related to the support of services provided by the CCCTC student portal programs and channels such as CCCID, CCC Apply, Canvas, and a variety of other student channels and portals; create reports and provide data driven recommendations to administrators and the CA State Chancellor's Office to meet student and California Community Colleges' needs.
- \*4 Create, develop, and update processes, procedures, and channels to support the demands of online/web student support service portals for the California Community College system.
- \*5 Meet and collaborate with staff to review new and ongoing helpdesk support issues; identify recurring topics/issues and trends. Develop plan to resolve identified challenges and escalate issues for resolution to product development staff, when necessary. Monitor escalation issues for resolution status.
- \*6 Research and recommend technology improvements to better support the needs of students and California Community Colleges; recommend products and/or applications to improve student portal experiences for additional review and analysis.
- \*7 Develop processes, documentation, and supporting reference and training materials to provide guidance when troubleshooting various CCCTC web portals, applications, and student systems.
- \*8 Plan and notify end users of system maintenance schedule; notify end users of unexpected service interruptions, system failures, and/or outages in a timely and effective manner. Determine severity of outage/incidents, business impact, and develop temporary alternate solutions available when necessary.
- \*9 Develop and maintain budgets, financial controls, and accounting system which meet the annual and long-range goals for the assigned CCCTC programs. Prepare budget recommendations and projections for submission to fiscal services and/or State Chancellor's Office for review and approval in accordance with District policy and procedure. Prepare, update, maintain, and distribute program documentation in support of CCCTC services.
- \*10 Create and update financial and statistical record-keeping utilizing a variety of statistical programs and databases; ensure accuracy of data; identify anomalies, discrepancies and/or inaccuracies and update report, as necessary.
- \*11 Collaborate with CCCTC departments, administrators, and managers to ensure student programs and channels are providing expected support of deliverables to students, faculty, and staff.
- \*12 Monitor customer satisfaction through a variety of sources including independent surveys and direct end user feedback; apply feedback received to improve services and manage end user expectations.
- \*13 Perform research related to proposed, new, and existing local, state, and federal laws, Education Code regulations and other

related information pertaining to the application of CCCTC products and services in a customer (student centric) setting to ensure validity of programs and services provided by CCCTC.

- \*14 Assist with a variety of projects in support of the CCCTC ongoing mission to provide excellent service to California Community Colleges, students and staff through online portals, channels, and resources.
- \*15 Research available and/or new grant funding opportunities to expand services to students; collaborate with other departments or subject matter experts to advise and/or assist in grant development, preparation, application, and submission.
- \*16 Establish and maintain positive working relationships within the California Community Colleges, State Chancellor's Office, and the District; Develop relationships with outside entities and vendors that support the District and State Chancellor's Office goals for greater student access, enrollment, and retention.
- 17 Serve and participate in a variety of District committees, statewide workgroups, and national committees as requested.
- 18. Perform related duties as assigned that support the overall scope of the position.

#### MINIMUM QUALIFICATIONS:

- **EDUCATION AND EXPERIENCE:**

- Bachelor's Degree from an accredited institution in Business, Instructional Design, Information Technology, or related field.

**AND**

- Four (4) years of experience supervising Help/Support Desk professionals in a technical or support center environment; or a position directly related to the duties and responsibilities of this class.

**OR**

- Any combination of education and experience which would provide the required equivalent qualifications for this position.

- **CERTIFICATES, LICENSES, REGISTRATION AND OTHER REQUIREMENTS:**

- May require a valid driver's license throughout duration of employment with the District.
- Some travel may be required.

#### DESIRED QUALIFICATIONS:

- Experience working in an educational environment, preferably a Community College.
- Experience working with agile software development.
- Experience with data log files for software and operating systems and Jasperserver.

#### **KNOWLEDGE, SKILLS AND ABILITIES: (May be acquired through education, training and/or experience.)**

**Knowledge of:** District policies, rules, and procedures; laws and ordinances pertaining to the specific responsibilities of the position. California Community College instructional programs and services for students; student access, success and learning outcomes; fiscal performance and FTES measures; curriculum development processes; supervisory and managerial concepts and principles; current technologies and best practices in academic technology; an appreciation and understanding of the mission of the California Community Colleges and the CA State Chancellor's Office; working effectively with a wide range of diverse individuals; principles of public speaking; communicating effectively with individuals and groups within the campus community as well as external audiences; providing work direction and guidance to others; gathering and analyzing data, and making relevant recommendations based on that analysis; using appropriate software in the completion of position functions; Microsoft Office Suite with intermediate to advanced skill in Excel and Word; understanding and working within contract terms related to third party or vendor relationships. **Ability to:** apply District policies, rules, and procedures; manage statewide multi-dimensional programs developed by distributed teams on multiple topics; conduct outreach and build consensus between multiple stakeholders (including administrators, faculty, staff and students) on complex multi-campus efforts; interpret the laws, rules, and regulations regarding grants; show familiarity with statewide organizations involved in instruction, technology, and research; make sound, educated decisions; work independently with an emphasis on detail management; organize workload and establish priorities; prepare and develop budget recommendations; prepare presentation materials to support requests for new or updated CCCTC technology needs; manage third party or vendor relationships in accordance with contract terms for services; plan and organize short and long term goals; make recommendations on personnel actions such as hiring, employee discipline, corrective action up to termination; communicate effectively both orally and in writing; provide work direction and guidance to assigned staff; establish and maintain cooperative working relationships with those contacted in the course of work; work with diverse populations; make required mathematical calculations accurately; make public presentations clearly and concisely; communicate professionally in confrontational situations; operate computers and related equipment including various software packages/applications; utilize keyboarding skills commensurate with the required functions for

this position; maintain records accurately and with confidentiality as required; compile, organize and use various financial information necessary in the preparation and management of budgets; analyze complex financial, statistical and narrative data; prepare comprehensive, clear and concise reports and recommendations.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Provides direct supervision and technical direction to professional, technical, and clerical personnel.

**PHYSICAL EFFORT:**

Requires the ability to function effectively in an office environment engaged in work of a moderately sedentary nature with some requirement to move about to local and remote locations. Requires sufficient physical ability to move to indoor and outdoor work locations. Requires the ability to sit and stand for moderate to extended periods of time. Requires sufficient hearing and speaking skills to project voice and communicate with staff in an office or call center setting and in one-on-one conversations. Requires visual acuity to read printed materials and computer screens and observe staff while performing day-to-day job responsibilities. Requires the ability to use hearing and speech to make presentations to groups and carry on conversations over the phone and in person. Requires sufficient arm, hand, finger dexterity to use a personal computer keyboard, multimedia, and other office equipment. Requires the ability to grasp, reach, push, and pull various workspace equipment and supplies. Requires sufficient hand/arm/finger dexterity to retrieve work materials and operate standard office equipment. Requires the ability to lift and carry up to 25 pounds. Requires the ability to travel as required by the needs of the college in support of the position. May require the ability to work during off-hours.

**CONTACTS:**

Faculty, staff, administrators, students, California Community College Chancellor's Office, contracted vendors, and the general public.

**WORKING CONDITIONS:**

Work is performed in an office environment with minimal exposure to health and safety considerations. Subject to constant interruptions and frequent interaction with others. May require off-site duties and activities.

**NOTE: THIS CLASS IS EXEMPT UNDER FLSA PROVISIONS**

Butte-Glenn Community College District is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Butte-Glenn Community College District will provide reasonable accommodation to qualified individuals. Butte-Glenn Community College District encourages both incumbents and individuals who have been offered employment to discuss potential accommodations with the employer.