

JOB TITLE: INTERIM SIERRA CONNECT (STARFISH) PROJECT COORDINATOR

PAY RANGE: CS16

LAST REVISED: JULY, 2019

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job; however, any additional duties will be reasonably related to this class.*

SUMMARY DESCRIPTION

Sierra College has committed to foundationally re-engineer its programs and services and eliminate equity and achievement gaps using the Guided Pathways framework. To that end, the District has fully adopted a suite of student success technology tools as its retention and completion technology solution. The Interim Project Coordinator will guide the successful deployment and refinement of all components and will assist in creating a strategy and recommendations for future support.

Under direction of an Educational Administrator, the Sierra Connect Interim Project Coordinator manages the implementation and utilization of Hobsons (Starfish) suite of student success technologies. The Project Coordinator (PC) is responsible for coordinating the work of Sierra Connect to broaden usage and student, faculty and staff participation. In addition, the PC is responsible for prioritizing the work of the team, creating timelines and phasing for rollouts, documenting decisions/processes and making adjustments as needed to meet deadline deliverables. The PC will serve as the point person for the integration of Sierra Connect with other campus technologies and creating communication strategies in conjunction with Marketing. Working closely with the Sierra Connect team, the PC will make resource recommendations as well as recommend a permanent plan for ongoing support of Sierra Connect.

Sierra College has a strong commitment to the achievement of equity and inclusion among its faculty, staff and students and values the rich diverse backgrounds that make up the campus community. The Sierra Connect Project Coordinator must demonstrate a profound understanding of and experience with successfully supporting individuals with varying backgrounds. This includes persons with disabilities, various gender identities, sexual orientation, individuals from historically underrepresented communities and other groups to ensure the District provides an inclusive educational and employment environment focused on strategies for success and equitable outcomes for all.

REPRESENTATIVE DUTIES - *The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Coordinates the administration of day-to-day operations for Sierra Connect including, but not limited to, coordinating system set up, review/approve departmental customizations requests, enhancements, technical troubleshooting, and systems integration.
2. Serves as the primary point person for Sierra Connect and integration with other district technologies.
3. Coordinates the work of the Sierra Connect leadership team; leads meetings, facilitates decision-making and communicates decisions to administrators.

Job Description

4. Coordinates and establishes project prioritization using established criteria; uses independent judgement to evaluate alternatives, determine time and cost estimates, recommend optimal resources and develop project timelines; monitors progress of projects, identifies resources, scope, and/or timelines as necessary and appropriate; recommends options or resolves problems; performs post-implementation evaluation of projects and maintains project documentation; monitors work activities to ensure compliances with established policies and procedures.
5. Develops and enacts implementation project evaluation and maintains project documentation.
6. Tracks deliverables, tasks and issues needed for a successful implementation using agreed upon using district approved project tracking system(s).
7. In consultation with Institutional Research and Information Technology, develops and maintains reports needed to provide predictive, real-time, and historical information about student success, persistence, retention, and graduation. Presents such reports and other related findings and information to various on-campus populations on a regular basis.
8. Develops plans to market and embed Sierra Connect functionality into the daily lives of work processes for faculty, staff and students.
9. Works with vendor to research and resolve issues and test the functionality of the system.
10. Maintains student records, data, and confidentiality.
11. Ensures that existing and agreed upon systems and practices are maintained as needed.
12. Supervises classified staff and student workers as needed.
13. Stays abreast of all product development and upgrades affecting goals of District.
14. Coordinates training; ensures end-user documentation and training is available, accurate and complete.
15. Provides documentation as needed on software features.
16. Ensures that end user support is available, trains support personnel.
17. Updates knowledge base FAQs and keeps website updated.
18. Works with Marketing to coordinate communication strategies. Ensures that website and user manuals are updated and current.
19. Works with administrators, faculty and staff to evaluate the effectiveness of the product.
20. Participates in relevant professional development; maintains awareness of new trends and developments in the field of retention software products.
21. Recommends and creates strategy for long-term support of Sierra Connect. This includes staff structure, budget, and technology needs.
22. Responds to and resolves inquiries and complaints.
23. Performs related duties as required.

QUALIFICATIONS**Knowledge of:**

- Sierra Connect software and its use
- Other campus technologies
- Computer and technical skills with some HTML programming ability
- Principles of supervision, training and evaluation
- Needs of end users
- Tenets of Guided Pathways
- Principles and practices of project management, including tools and concepts.
- Management concepts and practices, including organizational and motivational techniques.
- Collaborative problem solving and conflict resolution techniques
- Principles and practices of project development, evaluation and administration.
- Principles and practices of project management.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Proper English usage, spelling, grammar, and punctuation.
- Methods to successfully support individuals with varying backgrounds, which includes persons with disabilities, various gender identities, sexual orientation, individuals from historically underrepresented communities and other groups.

Ability to:

- Manage deployment of a comprehensive student success and retention tool.
- Manage projects.
- Ensuring end user needs are met as the project evolves
- Use project management tools.
- Maintain advanced technical and computer skills, including HTML programming.
- Communicate effectively with a broad constituency; interpret technical information for the lay person.
- Effective interpersonal skills
- Supervise, organize, and review the work of assigned staff.
- Understand, interpret and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations.
- Analyze situations accurately and adopt an effective course of strategy and action.
- Collaborate and work in a team environment.
- Communicate effectively, both orally and in writing.
- Oversee, direct and coordinate the work of staff.
- Administer resources and prepare clear and concise reports.
- Plan and strategize for scalability and needs.
- Respond tactfully, clearly, concisely and appropriately to inquiries.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Meet critical deadlines while working with frequent interruptions.
- Establish and maintain effective working relationships.
- Exercise sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation and ethnic backgrounds of community college students, faculty and staff.

Education and Experience Guidelines - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:

A Bachelor's degree or higher from an accredited college or university with project management or related training.

Experience:

Three+ years in a technical position with evidence of increased responsibility and/or project management.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT - The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach and twist; to lift, carry, push and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.