CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

PATHWAYS TECHNOLOGY SPECIALIST

*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.*

SUMMARY DESCRIPTION

Under direction, this position assists in the coordination, evaluation, and use of the College's pathways technology systems. The incumbent will work collaboratively to coordinate student support systems that support efforts to increase degree and certificate completion; to ensure student pathways systems meet guided pathways and HSI STEM grant requirements; and to provide continual training to end users and students on the use of the pathways technology systems. Additionally, the position will serve in a functional lead capacity in implementing processes to ensure pathways technology systems are user-friendly, efficient and integrated with existing programs and services.

DISTINGUISING CHARACTERISTICS

This position in this classification will work independently and demonstrate extensive knowledge of pathway technology software applications and functionalities, including Ellucian Banner Constituent Relationship Systems (Recruit and Advise), Text Messaging systems, MS One-Drive and Teams, Phone Applications, and other web-based content update systems. Furthermore, the position will serve in a primary role in the oversight of the guided pathways education processes; working collaboratively with Information Technology Services (ITS), counselors, webmaster, outreach specialists, faculty, administrators and students to ensure quality and accurate data output and compliance with college and district technology requirements.

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. Coordinating various student support technologies with ITS and other departments so that systems and messaging are implemented in coordination with each other, including, but not limited to: CRM Recruit & Advise at a functional, interdepartmental level, Career Exploration Tool (i.e. Career Coach), Canvas Student Resource Hub, Ocelot (text messaging, FAQs, webchat), CCC MyPath, ChabotGo! App.
2. Support student success teams, engaging in team meetings, provide students, staff and faculty with training and support, and reporting to Student Success Team on student needs.
3. Ensuring early support and just-in-time messages are coordinated and consistent across college systems, provide training to faculty and staff on how to use new technology systems.
4. Working with webmaster to make website updates.
5. Developing inventory of current student facing systems.
6. Reviewing and examining new potential systems in relation to technology campus wide alignment and Technology Plan.
7. Identify co-dependencies with other technology systems (Banner, Canvas, Ocelot, Curricunet).
8. Coordinating messaging systems and processes to students.
9. Coordinating student use of technology tools to be offered to ESS (Exito STEM Scholars) Students.
10. Assist students in using pathway maps & articulation/transfer information with student-facing technology tools.
11. Report on usage of student-facing technologies to success teams and program managers.
12. Perform additional complex tasks relative to assigned area of responsibility.

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge and Skills:

1. Knowledge of and ability to interpret and explain details, procedures, and policies regarding pathways, programs, and communications.
2. Current knowledge of the technology systems used by the institution.
3. Oral and written communication skills.
4. Ability to establish and maintain cooperative and effective relationships with peers, department personnel, faculty, staff, students and administrators.
5. Ability to design and deliver training programs to end users.
6. Ability to stay informed and up to date regarding pathways, programs, and technology changes.
7. Excellent logical and organizational skills, attention to detail and ability to formulate logical solutions to complex problems.
8. Flexibility to adapt to computer software application upgrades.
9. Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

Minimum Education & Experience - *Any combination of the following would provide a typical way to obtain the required knowledge and abilities.*

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by two years of college level course work in computer science or related field.

Experience:

Two years of professional experience related to the duties and responsibilities specified and using the same or similar systems, preferably in government or education.

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 with frequent student and public contact.

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.

Adopted by Board of Trustees on November 15, 2022
Effective: November 16, 2022
Job Family: Technical-Paraprofessional