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| **Job Title:** Technical Support Coordinator | **FLSA Classification:**  ☐Exempt   * Nonexempt |
| **Reports to:** Dean of Students | **Location:** |
| **Department:** Office of the Dean of Students | **Division:** |
| **Employment Category:**   * Full-Time   Part-Time | **Paygrade:** |

**PRIMARY PURPOSE OF POSITION**

Provide complex technical and administrative support to the records processing function of the Dean of Students Office.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

* Oversee and support the processing and data entry of all student conduct and welfare related cases and other records.
* Perform conduct and welfare checks from requests from campus partners on a monthly to as needed basis.
* Create, document, and manage business processes to support the Dean of Student Office records management.
* Work with the Dean of Student team to organize and prioritize the processing of documents and data entry for Title IX and Maxient conduct and welfare reports.
* Recruit, hire, train and supervise student office workers.
* Oversee and coordinate the identification, update and removal of duplicate database records.
* Assist with budget maintenance for the Dean of Students Office staff, including processing of invoices, setting up reimbursements, ordering supplies and cost effectively managing budget categories.
* Run analytics of Maxient database for quality assurance reports, weekly, monthly, and annual numbers.
* Other duties as assigned.

**QUALIFICATIONS**

Bachelor's degree or equivalent combination of education and experience. At least two years of related university and supervisory experience. Coursework in computer technology, programming, project management or similar fields are desirable. Experience with database systems, preferably Banner. Knowledge and expertise with Maxient, Argos, Banner, Salesforce, Box, In-Design and Smartsheet software preferred. Database reporting or programming experience. Must possess the ability to successfully pass a criminal background check.

**WORKING CONDITIONS**

**SCHEDULE**: Generally, the hours for this non-exempt position are Monday through Friday, 8:00am - 5pm, but the incumbent must be flexible to meet the department' s needs.

**PHYSICAL REQUIREMENTS**

Physical strength/endurance to enable him/her to perform/participate in the following activities:

* Physically able to lift various materials up to 25 pounds on an occasional basis.
* While performing required job tasks, physically able to bend, crouch and reach continuously.
* While performing required job tasks, physically able to remain seated, frequently to continuously.
* While performing required job tasks, physically able to remain standing up to 15% of the time.
* Possesses dexterity abilities required to operate a computer and other office equipment to perform related job responsibilities.

**SUPERVISION RECEIVED**: Supervised by Dean of Student

**SUPERVISORY RESPONSIBILITIES**

**SUPERVISION EXERCISED**: General supervision over student workers.

**EXPECTATIONS**

The incumbent is expected to have or possess:

* Ability to handle highly confidential material, understanding that all University information should only be disclosed to others who have a need to know, for legitimate business reasons. Have the ability to exercise and apply sound judgment and decision-making skills as well as the ability to maintain integrity and confidentiality of data.
* Has knowledge of Microsoft Office and Google Suite software programs. Ability to quickly learn new technology and is self-motivated to stay current with emerging technologies.
* Ability to edit work for spelling and grammar, present numerical data effectively and can read and interpret written information. Demonstrates accuracy and thoroughness and monitors own work to ensure quality.
* Adapt to change in the work environment, manage competing demands and able to deal with frequent change, delays, or unexpected events.
* Ability to accept supervision, assignments, change and correction. Proven effectiveness in dealing with a wide range of professionals, staff, and administrators.
* Ability to balance priorities to accomplish assigned tasks within the required time frame and be able to shift quickly between several tasks without loss of continuity.
* Engage in meaningful and intentional professional development appropriate for areas of responsibility and actively engage in personal and campus well- being initiatives.
* Carry out all responsibilities and objectives in a professional manner.
* Accept and render constructive criticism in a professional manner.
* Adhere to the policies and procedures established by St. Edward's University.

*This document describes the general purpose, duties and essential functions associated with this job and is not an exhaustive list of all duties that may be assigned or skills that may be required.*

*I have read and understand my job description and acknowledge that management reserves the right to change or reassign job duties or combine jobs at any time.*

Employee (Print Name): Date:

Employee (Signature): Date:

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|  | HR OFFICE USE ONLY: | |
| **Approved by:** | | *Signature of the person with the authority to approve the job*  *description* |
| **Printed Name of**  **Approver:** | | *Printed name of the person with the authority to approve the job*  *description.* |
| **Date**  **approved:** | | *Date upon which the job description was approved* |
| **Reviewed:** | | *Date when the job description was last reviewed* |