

JOB INFORMATION

Effective Date	1/27/2022
Job Code:	2121
Job Title:	Student Success Technology Administrator/Analyst
Salary Grade/Structure:	040 - Admin-Professional
Career Level Name:	P1 - Entry Professional
FLSA Name:	Exempt
EEO Code:	10-Exec, Admin, Mgmt
Job Function:	Academic Affairs
Job Family:	Academic Support
Job Summary	<p>The Student Success Technology Administrator/Analyst provides university-wide expertise for the maintenance and enhancement of the EAB technological systems, technical solutions, web-based content and applications, and data reporting/analytics that address the challenges and priorities in undergraduate student success and academic advising. This position is the primary application administrator for the various EAB technology platforms (Navigate Student, Navigate Staff, Transfer Portal, and Academic Planner). Works with staff in information technology, student services, academic advising, individual departments, Academic Colleges, and other campus units to strategically maximize the EAB technologies to support student success.</p> <p>The role is comprehensive and responsible for advanced phases of implementation, system upgrades and maintenance of the platforms, and development of ongoing training and professional development sessions for new and existing staff.</p> <p>The role is responsible for staying abreast of the various EAB platform updates, enhancements, and functionality while relaying feedback from campus users to inform further product development and troubleshooting to EAB.</p> <p>The Student Success Technology Administrator/Analyst will guide users in academic advising, academic support units, and departments/Colleges on how to easily locate and understand the actionable student data, reports, success metrics, and other data that is relevant to their areas to ensure student success.</p>

COMPETENCIES

Competencies

Please refer to the [UHCL Human Resources webpage](#) for UHCL core competencies for all eligible job levels.

QUALIFICATIONS

Education

Education Level	Education Details	Required/ Preferred	
Bachelor's Degree		Required	or
Master's Degree		Preferred	

Work Experience

Experience	Experience Details	Required/ Preferred	
Considerable	Experience with technology platforms that provide track, analyze, and report metrics pertinent to student success.	Required	or
Considerable	Experience with EAB Navigate.	Preferred	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Preferred	
-------------------------	--------------------------------	------------	------------------------	--

Knowledge, Skills and Abilities

KSAs	Proficiency
• Knowledge in best practices for assessment and program development in higher education.	Proficient
• Knowledge of and skill using appropriate data analytical tools to develop and track benchmarks.	Proficient
• Knowledge in word processing and spreadsheet applications.	Proficient
• Excellent verbal and written communication skills.	Proficient
• Microsoft Office Suite skills & computer/technology skills.	Proficient
• Strong interpersonal skills and the ability to work collaboratively in a team environment.	Proficient
• Demonstrated ability to work independently and to interact effectively with diverse students, staff, faculty, community members and employers.	Proficient
• Demonstrated ability to manage multiple priorities with varying deadlines, and solve problems for a wide range of complex tasks.	Proficient
• Excellent judgment, including sensitivity to personal and confidential information.	Proficient
• Knowledge of current pedagogical practices, especially high-impact student success practices and experiences.	Proficient

JOB RESPONSIBILITIES

Campus Security Authority

Remote Work Capable

Essential Functions

Essential Function	% TIME
• Acts as the Application Administrator for the various EAB technology Platforms: Navigate Student, Navigate Staff, Transfer Portal, and Academic Planner which involves the operation, maintenance, and development of these tools.	20%
• Manages user accounts, training, and troubleshooting. Collaborates with Office of Information Technology and/or Campus Solutions (PeopleSoft) staff to troubleshoot technical issues related to the EAB platforms. Appropriately escalates issues to EAB technical support when unable to resolve internally.	20%
• Coordinates trainings and hold information sessions for key areas university-wide to promote the EAB technologies features and functionality that can support various units efforts across campus to impact student success and retention efforts.	15%
• Trains users on how to access various reports related to student success, retention, completion, and how to understand at-risk data to help influence future decisions for those units.	15%
• Ensures the website is accessible, useful, and includes up-to-date instructional materials to guide users for the various EAB technology platforms.	15%
• Supports the Associate Vice President, Student Success & Initiatives to improve student retention and completion rates and to identify opportunities for improving institutional initiatives regarding student success by identifying and presenting data and performs related duties as assigned.	15%

PRE-EMPLOYMENT

MVR:	No
Criminal History:	Yes
Physical Exam:	No
Hearing Exam:	No
Pulmonary Function Test:	No

PHYSICAL DEMANDS/WORKING CONDITIONS

Office and Administrative Support

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting		X				
Carrying		X				
Pushing		X				
Pulling		X				
Climbing		X				
Balancing		X				
Stooping		X				
Kneeling		X				
Crouching		X				
Crawling		X				
Reaching		X				
Handling			X			
Grasping			X			
Feeling		X				
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise			X		
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Travel Requirements

Estimated Amount	Brief Description
0%	