

Carleton College Exempt Position Description

Job Title: Associate Registrar for Technology Operations

Reports To (Title): Registrar

Department: Registrar's Office

Division: Dean of the College

Revision Date: 5/31/2021

Position Overview:

This position is responsible for participating in and leading efforts in the planning, designing, project management, and implementation of technical and functional systems managed and utilized in the Registrar's Office. The Associate Registrar for Technology Operations provides leadership in developing and maintaining sustainable solutions for data management and integrity, managing projects, streamlining and refining services, and providing creative and adaptive solutions that help the office best serve the Carleton community. This role will serve as the interface between the Registrar's Office and Information Technology Services (ITS) to improve and maintain administrative database applications, and to provide ongoing user support and training for the Registrar's Office.

Essential Job Functions/Responsibilities:

- Provides, in consultation with the Registrar and key stakeholders, strategic direction in the planning, designing, and implementation of innovative technical solutions to student data and information systems and serves as technology project manager for new initiatives
- Serves as a campus leader in process improvement and change management processes relating to the Registrar's Office and related technologies
- Collaborates across the College promoting technology products, services, and the effective utilization of academic data.
- Supports and maintains vendor hosted solutions, and identifies and researches new applications in collaboration with ITS and Registrar's Office staff.
- In-depth functional knowledge of systems and processes related to the Registrar's Office
- Provide technical and analytical support to the Registrar's Office, with a particular emphasis on data integrity, best practices, process streamlining, training, and documentation as they relate to software utilized by the members of the Office
- Manage and coordinate projects that emanate from student system improvements
- Assist in establishing short and long term technology priorities and implementation plans for key initiatives
- Enthusiastic and creative use of existing technology to provide solutions to the academic community
- Assists with managing the curriculum management system in support of course and classroom scheduling, exam schedules and logistics, and College Catalog processes

- Work closely with the Registrar to build a culture of data governance, including developing processes to ensure the security and accuracy of the student database, development of data dictionaries, oversight of record retention timelines, and establishing policies on data sharing
- Ability to write system queries, design, develop, and analyze reports, modify existing reports, troubleshoot, and structure data output for use by all college constituents
- Build and maintain strong and collaborative relationships with colleagues across campus
- Serve on committees as assigned

Additional Job Responsibilities:

This newly-created position will play a crucial role in helping the Registrar’s Office and Carleton transition from Colleague to a new Enterprise Resource Planning product, a project in its very early stages, and help maintain excellence in functional administrative services into the future. The incumbent will work closely with campus stakeholders to learn and understand our present environment and gain a full appreciation of the community’s needs to help Carleton fully realize its future in a modern, configurable cloud product. This role will help set and maintain the stage for efficient and holistic student service at Carleton.

Describe Supervision Received and Exercised: The Associate Registrar is supervised by the Registrar and is not responsible for supervising staff.

Education/Experience/Skills (supported by job duties):

- *Required:* Five to ten (5-10) years of experience in a Registrar's Office, Information Technology or other student-service office, demonstrating progressive and proven leadership and project management; Bachelor's degree required, Master's degree preferred; proven technical and analytical skills; experience with relational databases and Student Information Systems; experience with and knowledge of FERPA; demonstrated willingness and ability to lead through change
- *Preferred:* Strong troubleshooting and problem solving skills; knowledge of principles and techniques of project management; demonstrated ability to think critically and strategically about complex organizational issues; excellent interpersonal, organizational, and communication skills; ability to build strong, collaborative, and productive relationships across diverse constituencies; proven ability working in a complex organization and making informed decisions in the context of organizational goals and policies

NOTE: This job description is not intended to be all inclusive. Employee may perform other related duties to meet the ongoing needs of the organization.