Registrar’s Office

POSITION DESCRIPTION (100%)

IS Resource Support Tech-Sr

Position Summary:
This position serves as the liaison for the Registrar’s Office technical and business processes with Information Technology (IT), user departments and third party software vendors. This position is responsible for coordination of design, configuration, implementation, enhancement and maintenance of software related to all Registrar functions. Working knowledge of PeopleSoft (PS) Campus Solutions Student Campus Solutions Student Information System software, integrated database software and querying tools is necessary. This position will coordinate and facilitate the development of business and technical requirements with IT. This position also serves as the lead person for answering graduation-related questions, codes all degree progress reports (degree audits), updates each major plan for each catalog release, completes initial and final graduation checks, posts the degree, major (and honor), and sends the diploma.

50%  

A. Technical Support and Training for the Registrar’s Office

A.1 Work with users in daily operations to resolve technical problems. 3Y
A.2 Create reports and run queries in PS and Hyperion to meet the needs of the office. 3Y
A.3 Coordinate testing after each bundle load both in the PS system as well as the student and faculty self-serve web screens and document procedures. Forward issues found to IT. Approve modifications for movement into production. 3Y
A.4 Develop, document, and communicate knowledge of application interface specifications of offices impacting student records including financial aid, admissions, advising and other campus offices. 3Y
A.5 Resolve issues and problems with third party vendors, including ImageNow and resulting file uploads or downloads. Interact with IT staff and vendors as necessary. 3N
A.6 Develop and maintain written procedures. Train staff on system usage. Educate staff, new faculty and new students on new features and changes due to upgrades and software conversion. 4Y
A.7 Study existing business rules and workflow to identify areas where changes in business processes and/or IT systems could improve efficiency. Make recommendations to the Registrar for proposed changes. Adjust, modify and improve business systems for approved changes. 3Y
A.8 Work with Registrar to install and maintain diploma printing in-house and automated transcript issuance. Coordinate software use and provide technical support to users. 2N
A.9 Lead staff discussions and problem-solving sessions to address software needs. Analyze problems identified by users to determine the need for changing policy, or re-design of protocols, processes and recommend modifications to PS. Prepare and present recommendations to IT and work with IT to develop solutions. Approve modifications for movement into production. 3Y
A.10 Submit all Registrar Office tickets for problems, potential changes and ideas to IT and follow-up on completion. Test changes and approve movement to production. 2N

28%  

B. Graduation Clearance

B.1 Ensure all undergraduates have satisfied degree requirements; complete final degree check, post degree, major, honors to official transcript and mail diploma. 3N
B.2 In consultation with the Registrar, identify the two student marshals for each commencement. 3N
B.3 Determine and post graduation honors to students’ transcript. 4N
B.4 Prepare the undergraduate portion of the Commencement Program. 4N
B.5 Print and mail diplomas. 4N
B.6 Post list of prospective graduates to the Registrar graduation website monthly beginning in October of each year. 4N
B.7 Work with Director of Student Development to ensure smooth Commencement; attend Commencement. 4N
B.9 Complete initial grad check when students submit his/her graduation application; if deficiencies are found, immediately send an e-mail alert to the student and advisor. 4N
B.10 Post Certificates to transcripts as notified by Continuing Ed. 4N

10%  

C. Degree Progress Reports

C.1 Develop and maintain PeopleSoft screens related to Degree Progress Reports, update as curriculum changes are approved. Analyze catalog changes and determine where revisions need to be made in the coding. Continuously evaluate the accuracy, clarity, and impact of degree audit coding, correcting errors promptly and building in enhancements as allowed. 4N
C.2 Configure individual course substitutions and waivers as directed. 3N
C.3 Advise staff, faculty and students regarding the interpretation of academic policy, degree requirements, and individual student’s progress toward completion of degree requirements. 3N
5%  

D. **Enhance/Develop Professional and Technical Skills**

D.1 Attend appropriate conferences, workshops, webinars to maintain and enhance level of information technology, communication and knowledge of the University of Wisconsin system, UW-Superior, PeopleSoft, ImageNow and other software packages as needed and requested. 3Y

D.2 Accept assignments from the Registrar to actively participate in work teams providing learning and information technology customer support. 3Y

D.3 Actively participate on the Higher Education User Group (HUEG) on-line discussions. Respond to HUEG surveys. 3N

D.4 Research issues through online assistance. 3Y

5%  

E. **Registrar’s Office Website**

E.1 Use software to create and update information and page format for the office website. 4Y

E.2 Maintain academic calendar on Registrar’s website. 3N

E.3 Ensure all information on website is current and correct. Suggest changes/improvements to Registrar. 3N

E.4 Work with other campus offices to update linkages. 3N

2%  

F. **Miscellaneous duties**

F.1 Registrar Office contact for historic student inquiries related to completion of graduation requirements. 4N

F.3 Update Help and MajorMania databases as necessary. 4N

F.4 Coordinate and schedule electronic report for National Student Loan Clearing House for the academic year with Technology Services and submit schedule to the NSLC. 4N

F.5 Run the PS process to attach “Dean’s List Honors” to student transcripts after each term. 4N

F.6 Attend staff meetings. 4Y

**Knowledge, Skills and Abilities:**

1. Thorough knowledge of undergraduate degree and major requirements. 3Y

2. Skill in operation of modern communication tools, computers, relevant software, such as Microsoft Word, Outlook, Excel, Adobe and CommonSpot. 4Y

3. Knowledge of FERPA rights and responsibilities and ability to work with confidential and sensitive information and records. 4N

4. Ability to conceptualize improvements to systems and develop specifications for system changes. 4Y

5. Ability to document procedures and train users to learn the system and document procedures. 3N

6. Ability and desire to spend hours coding degree audits in PS. 4Y

7. Ability to work with and/or advise a variety of racial and ethnic groups and underrepresented populations and with varying educational backgrounds. 3Y

8. Ability to communicate effectively, both orally and in writing, (especially with technical staff) including conducting presentations. 4Y

9. Ability to interpret and explain policies for staff, faculty, students, families and administrators. 3Y

10. Ability to demonstrate good judgment and analysis in decision-making and problem-solving. 3Y

11. Ability to exhibit self-direction and the capacity for independent work. 4Y

12. Ability to manage multiple tasks, effectively organize work to meet multiple and impending deadlines while maintaining attention to details. 3Y

13. Ability to work in a fast-paced setting as part of a team. 3Y

14. Ability to establish and maintain positive interpersonal relationships with students, faculty, staff, and others. 3Y

15. Willingness to attend training, conferences, workshops, webinars to upgrade and/or learn additional skills. 4Y

16. Ability to commit to the highest ethical standards. 3Y

**Preferred Qualifications:**

- One year full-time higher education experience.
- Ability to sit for long periods and code data accurately
- Ability to read and understand degree and major requirements
- Proficient in Microsoft Word and Excel and Outlook
- Knowledge of PeopleSoft and ImageNow software
- Bachelor’s Degree—preferably in a technical field