



Admission Technical Analyst Information Technology

Fort Lewis College
Durango, Colorado

Summary:

The Fort Lewis College Admission Office is in the early phase of procuring a Client Relationship Management (CRM) solution specific for the outreach, recruitment and admission of new students. We are seeking an Admission Technical Analyst to join our team as the primary coordinator for support, on-going improvements, training and daily operations within the CRM. As a specific product has not yet been selected, we are looking for a technically-minded individual with a knack for creative problem-solving, a critical eye for efficiency and processes who will be motivated to learn alongside and support the admission staff in leveraging this new tool. Life in the Admission Office is fast-paced, collaborative and student-centered. We are looking for a new team member who shares our enthusiasm for supporting students, our willingness to wear many hats for the good of the whole and is interested in streamlining processes and making an impact.

The Admission Technical Analyst works within the Admission Office, with strong support and ties to Information Technology. They will work closely with the Director of Admission and Administrative Information Systems Manager to identify and develop solutions, efficiencies and on-going improvements within the world of Admission.

Required Qualifications:

- Bachelor's degree and one year of related work experience. Four years of closely related work experience may substitute for bachelor's degree.
- Experience working in a team-oriented, collaborative environment
- Demonstrated experience with a variety of technology or database platforms
- Demonstrated experience working with diverse audiences and people from underrepresented groups
- Practical knowledge in the use of reporting software, spreadsheets, graphs, and flowcharts
- Considerable working knowledge of the applications in the Microsoft Office Suite (e.g., Microsoft Word, Excel, PowerPoint and Outlook).
- Technically-minded and comfortable learning and navigating new technologies (including possible experience in analyzing business and technical requirements, project management skills, and writing technical documentation in a user-friendly format)
- Ability to interact effectively with a wide variety of people, including forming strong working relationships with both internal and external constituencies.
- Ability to handle multiple tasks concurrently and work independently.
- Ability to resolve problems and develop relevant alternatives and recommendations; strong problem-solving skills.
- Excellent verbal and written communication skills as well as outstanding organizational skills.
- Positive attitude and outstanding degree of professionalism and a sense of humor.

Preferred Qualifications & Skillsets:

- Experience implementing and managing a CRM system
- Experience working in an organization supporting higher education within the Admission Office, or experience with higher education (public or private sector) in general
- Demonstrated experience using workflow rules, reports/dashboards, and formulas
- Working technical knowledge of SQL programming languages to accommodate reporting
- Experience in customer/client support role

The current Administrative Information Systems environment consists of:

- Ellucian Banner: Student, Financial Aid, Finance, HR, and Advancement
- Argos Report Writer
- Form Fusion
- Automic Applications Manager automation platform
- Perceptive Content Document Imaging/Workflow
- Blackboard Analytics and Pyramid
- Blackboard Transact
- Touchnet

Anticipated Primary Responsibilities:

- Manage the CRM application for the organization, including executing maintenance tasks as required, performing system monitoring activities, as well as configuring ongoing updates in support of changes to admissions and retention processes, user set-ups, and permissions and access.
- Design and execute solutions for common challenges within the CRM (such as data mapping, and workflow rules)
- Build reports and dashboards as requested by Enrollment and other business areas as needed.
- Execute weekly operational duties in the CRM, including de-duplication and other data quality tasks.
- Provide technical CRM support for Admission staff and serve as the primary subject matter expert for the CRM application.
- Create and maintain training materials and user documentation to support business and technology needs.
- Communicate process changes, enhancements, and modifications – verbally or through written documentation – to management, peers, staff, and other employees so that issues and solutions are understood
- Responsible for maintaining data integrity and maintaining security, handling and privacy best practices
- Assist with the identification, evaluation, and selection of various technology applications to support the organization and the delivery of programs.
- Deliver training as needed to various on-campus groups or individuals based on demand.
- Serve as the primary liaison between Information Technology and Admission in support of the CRM application.

- Serve as the primary liaison with the CRM vendor, executing effective vendor management practices and ensuring issues receive the appropriate support and escalation.
- Perform other duties related to the CRM application as required

Work Conditions:

- Typical 8AM to 5PM office environment
 - Not a remote/telecommute position
 - May be required to work outside of typical hours to meet project deadlines or other technical responsibilities
- Constantly perform desk-based computer tasks

Compensation:

- Salary of \$50,000-\$52,000 with full benefits package
- Moving/relocation allowance negotiable
- Full-time, 12 month exempt-staff position

Application Process:

Electronically submit the following in PDF format:

1. A letter of interest that addresses the required qualifications and responsibilities
2. Resume
3. Contact information of three current, professional references

Email application materials (PDF format only) to:

Technical Business Analyst Search Committee

Jess Savage, Chair

Email: admission-search@fortlewis.edu

Subject Line: Admission Technical Analyst

Applications received by February 21, 2019 will receive full consideration.

The position will remain open until filled.

The successful candidate will be required to submit official transcripts and pass a background check.

The College and the Community

[Fort Lewis College](#), a selective public institution located in [Durango, Colorado](#), offers degree programs in arts, business, education, health fields, humanities, social and natural sciences, and teacher education. Our inspiring mountain campus is located atop a scenic mesa overlooking historic Durango and situated between the San Juan Mountains and the desert Southwest. We are committed to accessible and high-quality baccalaureate education, and our hallmarks are remarkably close relationships between students and faculty, the freedom of intellectual

exploration, and the challenge of experiential learning. Our 3,400 students come from 48 states, 17 countries, with 36% Native American and Alaska Native backgrounds, and 11% Hispanic backgrounds. Durango is a thriving multicultural community of 18,500 set along the beautiful Animas River Valley. Averaging 300 sunny days per year, the community is known for its outdoor lifestyle and friendly, festive atmosphere. Durango is also the cultural and economic hub of the Four Corners region, rich in dining, shopping, and entertainment, and linked with airline service to hubs in Denver, Phoenix, and Dallas.

Equal Opportunity

Fort Lewis College does not discriminate on the basis of race, age, color, religion, national origin, gender, disability, sexual orientation, gender identity, gender expression, political beliefs, veteran status, pregnancy, or genetic information. Accordingly, equal opportunity for employment, admission, and education shall be extended to all persons. The College shall promote equal opportunity, equal treatment, and affirmative action efforts to increase the diversity of students, faculty, and staff. The College is dedicated to building a culturally diverse and pluralistic faculty and staff committed to teaching and working in a multicultural environment; applications from underrepresented groups are strongly encouraged.

ADAA Accommodations

Any person with a disability as defined by the ADA Amendments Act of 2008 (ADAAA) may be provided a reasonable accommodation upon request to enable the person to complete an employment assessment. To request an accommodation, please contact Kristin Polens by phone 970-247-7459 or email kpolens@fortlewis.edu at least five business days before the assessment date to allow us to evaluate your request and prepare for the accommodation. You may be asked to provide additional information, including medical documentation, regarding functional limitations and type of accommodation needed. Please ensure that you have this information available well in advance of the assessment date.