



Job Title	Director Academic Support Services	Job Code	AA0436
Pay Plan	A&P	Pay Grade	19
Union	Non-Union	FLSA Status	Exempt
Job Family	Academic and Program Management	Union Code	0
		Subfamily	Academic Services

Job Family & Subfamily Summary

Academic and Program Management Professionals develop, administer, or support programs that enhance the learning environment for students or faculty development.

Academic Services Professionals provide services and support for operations of academic programs.

Job Summary

Responsible for the overall management of the university’s online resource center. Directs, plans, and organizes projects as assigned. Creates and executes project work plans and revisions to meet changing needs and requirements of assigned projects. Identifies resources needed and manages and directs both day-to-day and ongoing operational aspects of the university’s online resource center.

Representative Duties

1. Operations Management

- Coordinates and manages the process and ongoing management of online resource center
- Assists with sales force development and implementation
- Provides problem-solving for various graduate and undergraduate programs
- Designs systems’ maps and business processes
- Oversees work flow design
- Leads and organizes various systems and processes related teams and committees

2. Strategy

- Provides strategic and operational leadership for various technology-based initiatives
- Researches and suggests technological solutions for student-related projects

3. Academic Collaboration

- Develops software and informational technology tracts
- Provides academic coordination for various tracts
- Serves on various academic committees

Education, Experience, Skill Requirements

	Required	Preferred
Education Level	Bachelor's	Master's
Certification(s)		
Licensure(s)		
Work Experience		
8+ years of relevant work experience 3+ years of leadership experience		
Additional Requirements		

Physical/Environmental Demands

Standard office environment with no unique physical demands

This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all duties, responsibilities and qualifications required of the job.