



COMMUNITY COLLEGE  
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

<b>TITLE</b>	Manager Impact Initiatives
<b>POSITION NO.</b>	502846
<b>LOCATION</b>	Knight Campus
<b>REPORTS TO</b>	Associate VP Student Affairs
<b>GRADE</b>	PSA 13
<b>WORK SCHEDULE</b>	Non-Standard: 35 hours per week.
<b>SUPERVISION</b>	N/A
<b>LIMITATION (if applicable)</b>	N/A
<b>REVISION DATE</b>	August 2021

---

**JOB SUMMARY:**

The CCRI Division of Student Affairs supports students in achieving their personal and academic goals by providing services that help students meet the challenges and opportunities of college life. All our services and activities are designed to empower students to reach their full leadership potential while achieving academic and career success.

Under the general direction of the Associate Vice President for Impact and Institutional Effectiveness, the Manager of Impact Initiatives will serve as a lead project manager and subject matter expert in the implementation and utilization of Starfish, Signal Vine, College Scheduler, and other strategic impact initiatives. The work entails bringing together the departments and people responsible for various aspects of CCRI's student success infrastructure including faculty, professional advisors, and student support staff.

This position requires initiative to effectively communicate and collaborate with diverse groups at all levels across the college. A combination of higher education experience, diplomacy, technology, and analytical skills is required to understand each department's culture and operational requirements and translate those requirements to Starfish, Signal Vine, College Scheduler, and other student success initiatives. This position will lead and support technical requirements reporting, and design and pilot programs and organization processes.

This position will provide operational and project management support, training, assessment, and assistance with the resolution of applications and information issues. The role will serve as a project liaison and collaborate with various stakeholders at CCRI that utilize Starfish, Signal Vine, College Scheduler, and other strategic impact initiatives to dramatically improve the student experience and student success at CCRI.

**DUTIES AND RESPONSIBILITIES:**

**Commitment to CCRI's Mission:**

- Demonstrate a commitment to the philosophy and mission of a comprehensive community college.
- Work collaboratively with others in a diverse and inclusive environment.
- Work collaboratively with others and provide quality customer service in a diverse and inclusive environment.

**Communication and Collaboration:**

- Coordinate communication, assist stakeholders and staff, and document key processes.
- Consult and collaborate with users and student success application vendors to collect, document, and analyze business processes and requirements.
- Prepare and deliver presentations to various audiences across CCRI about the platform(s), impact of the platform on student success and retention, new business processes, upcoming events, and available resources.
- Provide assistance in collaborating with departments for utilizing Starfish, Signal Vine, College Scheduler, and other student success applications, including campaigns and leveraging data for proactive student interventions.

**Operational Processes:**

- Collect and document operational, functional, and technology needs for information systems, management reporting environment and vendor applications by developing functional specifications, use cases and user information, and/or other technical documentation.
- Determine best means of support through the effective use of technology and/or business process design.

- Make recommendations regarding information systems technology needs, configurations and dependencies, and options; collaborate with users and technical staff to reach institutional objectives.

**Technical Support:**

- Assist in designing, testing and implementing information systems and/or vendor application improvements and enhancements.
- Using knowledge of functional area, business processes, and technical expertise, identify, troubleshoot, analyze, and resolve problems, including collaboration with system technology experts, users, and/or application vendors.
- Provide support to functional users with questions and issues related to technology in functional area of expertise.
- Provide best practice training for users to support effective usage of Starfish, Signal Vine, College Scheduler, video conferencing, and other student success applications.
- Performs other related duties as assigned.

**LICENSES, TOOLS, AND EQUIPMENT:**

**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

**REQUIRED QUALIFICATIONS:**

- Bachelor's degree. Undergraduate coursework in a related area.
- Demonstrated experience with various technology systems used in higher education, including ERP systems, learning management systems, degree planning and communication tools.
- Strong analytical and problem-solving skills with the ability to understand complex business systems and processes.
- Effective oral and written communication skills, including the ability to interact with diverse groups.
- Passion for working with students and belief in their potential and a strong commitment to the mission of CCRI's commitment to diversity and inclusion in a community college setting

**PREFERRED QUALIFICATIONS:**

- Master's degree preferred.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.