

**STUDENT SUPPORT TECHNICIAN**

**DEFINITION**

Performs duties related to extensive student support services. Promotes educational opportunity and academic success through direct student assistance and referral. Recordkeeping and reporting duties require specialized knowledge of student (local, State, and/or Federal) programs. Responsible for the maintenance of a student database and generation of statistical computerized reports. This position may be involved with the administration of Grant funding.

**SUPERVISION RECEIVED AND EXERCISED**

Supervision receive by a program manager, director, or designated administrator.

May provide work direction to student workers.

**EXAMPLES OF DUTIES**

Interviews students, assesses individual student academic needs, determines appropriate support services.

Provides students with referrals and information related to available support services.

Assists in scheduling and coordinating program activities.

Evaluates and monitors student progress.

Responsible for input and maintenance of student database.

Assists in the plan, design, coordination, and execution of various research projects.

Analyzes collected data using designated software: develops and constructs various computerized graphical and statistical reports.

Assists in planning and recommending changes in automated procedures.

Performs duties of a lead person within the office environment.

Consults and interfaces with various related departmental administrators in the development and modification of support services.

Transmits data to college staff insuring accurate student information.

Provides work direction and training to student workers.

Verifies time sheets for student workers.

Perform related duties as assigned.

**QUALIFICATIONS**

**Knowledge of:**

Computer input, data retrieval, and modem operation.

## **QUALIFICATIONS (continued)**

General office computer software.

Automated recordkeeping techniques.

Methods in the administration, recording, and maintenance of student files.

Applicable rules, regulations, policies, and laws related to program services.

Cultural diversity.

### **Ability to:**

Learn procedures and methods related to administering support program.

Utilize computerized programs and generate a variety of customized reports insuring the accuracy thereof.

Coordinate effectively with students, faculty, staff and administrators in a multi-cultural environment.

Maintain confidentiality of records and materials.

Work with minimum supervision.

Train and provide work direction to others.

## **EMPLOYMENT STANDARDS**

### **Minimum Qualifications:**

Associate's degree or combination of coursework in the fields of Human Relations, Psychology, Human Development, Business Administration or related subjects from an accredited college or university.

Any combination of training and experience which would provide the required knowledge and abilities and three years of increasingly responsible work experience which includes working with a diverse student population.

### **Desirable:**

Bachelor's degree from an accredited college or university in work related area.