

Director of Student Services Technology

Classification Title

None specified.

Position Details

Employee Information

Employee First Name	James
Employee Last Name	Van Roekel
SAM ID	000240825

Title Information

Title	Director of Student Services Technology
Grade	NC
FLSA Status	Exempt
Occupational Category	Executive/Administrative
Position Class Code	1M170
Full Time Part Time	Full Time

Educational and Experience Requirement	Bachelor's degree in education, institutional management, student personnel administration, business, social sciences, or a related field. Five years of experience in higher education administration or a related field. Experience in the integration of technology and the learning process in a higher education environment is desirable. A combination of education, experience, and training that would produce the required knowledge and abilities could be considered.
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Nature & Purpose of Position	Provides leadership in budget planning, personnel management, policy and procedure development, coordination of assessment efforts, and coordination of technology utilization and collaborative sharing in the Student Services Division.
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Supervision Given and Received	Receives minimum direction from the Associate Vice President for Student Services.
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Primary Responsibilities	Provides technology expertise and guidance to Student Services Division Directors. Ensures a common direction in technology utilization and collaborative sharing within the division to provide quality student services to on-campus and distant learning students. Acts as liaison to the Information Technology Division to assist the Student Services departments in planning, purchasing and implementing technology-based projects and solutions. Assists the directors in identification and evaluation of equipment and software for potential utilization within the division. Coordinates assessment tasks as related to assigned departmental responsibilities. Conducts long and short-range planning. Develops and recommends policies and procedures.
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Produces publications such as organization guides, monthly activity calendars, handbooks, newsletters, and promotional materials. Develops and coordinates ongoing student employee training programs. Attends and represents the university and department at meetings and workshops. Maintains appropriate liaisons with campus facility managers, faculty, and other staff who have an impact on student development. Ensures compliance with applicable departmental and university policies and local, state, and federal requirements. Performs other related duties as assigned.

Other Specifications

Contact with students, faculty, staff, administration, alumni, parents, corporate officials, public officials, and the general public. Serves on university, community, state, or national committees as needed.

This position may be designated as a Campus Security Authority (CSA).

Job Number

Position Information

Position Number 1M9936
Hiring Salary Type Yearly-Administrative
Employee Class E1 - Stf Exmt Salaried FT
FTE

Is this a temporary position? No

If a Temporary position, indicate ending date of position

Additional Position Specific Details Title: Director of Student Services Technology

Class: 1M170

Proposed Salary: \$64,008

All approvals are on action number A201300521S in Staff Actions

Employment Statement

This is a classification description with the complete list of job duties being maintained at the departmental level. Other job duties necessary for the effective operation of the University are expected to be performed. Any qualifications to be considered as equivalents in lieu of stated minimums require the prior approval of Human Resources. Sam Houston State University is an at will employer and drug free/smoke free workplace. This position is security sensitive and thereby subject to the provisions of the Texas Education Code §51.215, which authorizes the employer to obtain criminal history record information. The pay grade range is inclusive of social security benefit replacement pay.

Sam Houston State University is Committed to Equal Opportunity in Employment and Education.

Contact Information

Contact Name & Title Keith Jenkins

Contact Phone 4-1968

Contact Building & Room #

Contact Fax

Contact Instructions Summary

Contact Email

Funding Information

Fund X

Organization X

Account X

Program X

Amount

Percentage Funded

Staff Additions Changes

Staff Additions Changes

If the proposed position is approved, Yes
will additional costs be entailed?

If yes, provide additional cost details. \$4000 in additional salary. No other expenses involved.

Requested Changes to Educational
and Experience Requirement X

Immediate Supervisor X

Number of exempt employees
supervised X

Number of non-exempt employees
supervised X

Number of student employees
supervised X

Please explain in detail why a new
position or changes to an existing
position is needed. What factors
caused the need? (You should be
specific in your justification) X

Have you explored alternatives
which might be available to deal with
the need? Please explain. X

How will this position contribute to
the department mission and
University strategic plan? X

Job Analysis Questionnaire

I. Required Experience

Indicate the amount of practical or applicable experience or "know-how" needed to perform duties satisfactorily exclusive of break-in orientation time: (check one)

Required Experience

At least five (5) years, but less than seven (7) years

II. Required Education

Indicate lowest grade of education required of a person starting in this position (not preferred or desirable education)

Required Education

Bachelor's degree (list Major/Minor below)

*If special courses are needed to perform duties satisfactorily, please list here.

If Bachelor's degree selected, please list Major and Minor required

III. Supervision/Direction Received

Reference the following definitions for the questions below:

Close Supervision: Supervision available at all times. Instructions are explicit and do not permit deviation.

Immediate Supervision: Instructions are specific and simple but adequate. Supervision is usually available; work may be periodically checked and reviewed for accuracy and completeness.

General Supervision: Follows established practices and policies. Supervisor is usually available and desired results are clearly defined. Work requires the ability to make frequent minor decision. Completed work is reviewed for general accuracy and completeness.

Minimum Supervision: Desired results are clearly defined, but work methods are not prescribed except when a work assignment deviates substantially from the normal pattern. Supervision is usually available, but incumbent is expected to resolve work problems as they arise, make independent decisions, and work on most assignments with substantial independence.

General Direction: Work methods are not prescribed, but work methods or approaches to work problems usually are determined by incumbent based upon special knowledge or experience. Desired results are defined in general terms and incumbent generally works independently towards general results.

Minimum Direction: Desired results are indicated in major terms or objectives. Work methods or approaches to problems are determined almost entirely by the incumbent. Final results are appraised largely with respect to attainment of program objectives.

Broad Direction: Work is performed at major executive or professional levels where responsibility for broad planning and attainment of program objectives is vested in the incumbent. Work is appraised in terms of long range results.

To whom is this position directly responsible?

Keith Jenkins

Select the option that most appropriately applies:

Minimum Direction

IV. Supervision Exercised

If the incumbent supervises the work of others give the title(s), number of employees supervised, and type of supervision (based on the definitions below)

Working/Partial Supervision: Supervision of employees over whom the position exercises responsibility for limited phases of supervision; e.g., assignment of work and follow-up to insure proper completion as in the case of a working supervisor or

supervision exercised in the absence of the regular supervisor where responsibilities require their frequent absence.

Full Supervision: Supervision of employees over whom the position has responsibilities for recommending or affecting the hiring, continued employment, disciplinary and discharge actions, pay increases and the planning, organizing, scheduling, controlling and reviewing the work of others.

V. Contacts with Others

This section measures the importance of, and amount of time devoted to necessary and meaningful personal relationships inherent in the position. The degree of influence exerted by the incumbent, the importance of such contacts in compelling others into channels of guided action, and the frequency of those contacts are important considerations. Contacts may be in person or by telephone.

The following definitions apply:

Routine Contacts are those involving the exchange of information and/or relations with employees of other work units in the performance of work, receiving and directing the general public and students, and providing general routine information.

Important Contacts are those involving the reception of, or providing information to department heads, high-ranking University officials, public officials, and distinguished visitors, etc.

List whomever is contacted, the type of contact and specify the percentage of work time spent with contact; i.e. up to 25% - 50%, and over 50%.

VI. Working Conditions

This section appraises the physical conditions under which the incumbent must work and the extent to which such conditions are disagreeable and hazardous. Also considered is the extent to which the incumbent must exercise care to avoid or prevent injuries to others.

Check the most appropriate answers to each of the following questions:

Indicate which areas the incumbent spends their time Semi-private office, general office or laboratory

Amount of time spent standing X

Amount of time spent sitting X

Amount of time spent moving X

What unpleasant or disagreeable elements must incumbent endure? X

Select percent of time exposed to the elements Less than 10%

What hazards or hazardous equipment and materials are involved in this position? Indicate approximate percentage of time exposed to hazardous elements. X

What is the probability and potential severity of injuries that incumbent is at risk of? Probability of accident and injury is very slight

Select the level of care necessary to avoid or prevent injuries to fellow Likelihood of injury to others is slight

employees

VII. Policy Interpretation

This section measures the responsibility for (1) analyzing and interpreting policies, procedures, laws, and regulations and (2) ensuring the implementation and development of policies and guidelines.

Review the below descriptions and select a corresponding number from the drop down menu.

1. Applies to own work moderately complex directives, procedures, or instruction provided by supervisor or contained in manuals. Work does not require writing procedure or procedural changes.
2. Interprets and applies moderately complex directives, procedures or instructions to own work and/or to insure compliance thereto of employees of one or more inter-related work-units. Work does not require writing of policies or policy changes.
3. Interprets and applies moderately complex directives, procedures or instructions to own work and/or to insure compliance thereto of employees of one or more inter-related work-units. Work may occasionally require writing policies and procedures or procedural changes.
4. Interprets or applies complex policies, manuals, regulations, statutes, or written guidelines relating to a specific functional area. Prepares written digests or procedural changes.
5. Interprets and/or implements complex policies, manuals, regulations, statutes, or other written guidelines relating to large scale or major programs affecting the University. Communications are in the form of bulletins, official memoranda, or additions/revisions to regulations.

Select the most appropriate

4

VIII. Judgement and Decision Making

This section evaluates the type and degree of latitude of judgment, complexity of problems and the frequency with which they are encountered, and also the consequences of poor judgment or errors of judgment with respect, for example, to the expenditures of funds, utilization of manpower, effect on public opinion and goodwill, and the acquisition or use of property, equipment, and facilities.

Review the below descriptions and select a corresponding number from the drop down menu.

1. Requires the exercise of minimum judgment; decisions are largely routine and involve a few minor problems. Little or no consequences of loss may result from poor judgment.
2. Requires limited judgment; decisions are largely routine and involve many minor problems; only minor consequences or loss may result from poor judgment.
3. Requires moderate judgment; decisions relate to many minor problems, and occasionally a major one; moderately serious consequences or loss may result from errors in judgment.
4. Requires considerable judgment; decisions usually involve major problems having broad implications; serious consequences or losses result from poor judgment.
5. Judgment is a prime factor in the performance of duties; incumbent is vested with final authority to make decisions within limits of established policies and procedures; significant and very serious consequences result from errors in judgment.
6. Incumbent is vested with final authority to make commitments and decisions limited only by laws and university-wide regulations and policies. Potential loss or gain is great since commitments and decisions have a long-term effect.

Select the most appropriate

4

IX. Position Specific Duties and Responsibilities

Percentage of Time	X
Duty/Responsibility	X
Percentage of Time	X
Duty/Responsibility	X
Percentage of Time	X
Duty/Responsibility	X

Position Documents

No documents have been attached.

Director of Student Services Technology

Classification Title

Title Information

Title Associate Director of Lowman Student Center

Grade 19

Jobs # N/A

FLSA Status Exempt

Position Class Code 3N869

Occupational Category Professional

Full Time Part Time Full Time

Educational and Experience Requirements Bachelor's degree in education, institutional management, student personnel administration, business, or a social sciences related field. Minimum of five years experience in higher education administration or closely related field. A combination of education, experience, and training that would produce the required knowledge and abilities could be considered.

Nature & Purpose of Position Assist the Director of the Lowman Student Center in all phases of departmental operations. Coordinate assessment efforts for the department and provide administrative leadership in budget planning, personnel management, procedure development, and policy recommendations. Serve as the chief technology officer for the department. Assume the leadership role in the absence of the Director of the Lowman Student Center in day-to-day operations of the department.

Primary Responsibilities Assist the Director of the Lowman Student Center in the preparation, presentation, and administration of the departmental budget. Coordinate assessment tasks as related to assigned departmental responsibilities. Conduct long and short-range planning. Develop and recommend policies and procedures to the Director of the Lowman Student Center. Produce publications such as organization guides, monthly activity calendars, handbooks, newsletters, and promotional materials. Develop and coordinate ongoing student employee training programs. Attend or represent the university, department and/or director at various meetings and or workshops. Maintain appropriate liaisons with campus facility managers, faculty, and other staff who have an impact on student development. Ensure compliance with applicable departmental and university policies and local, state, and federal requirements. Performs other related duties as assigned.

Other Specifications Contact with students, faculty, staff, administration, alumni, parents, corporate officials, public officials, and general public. Serve on university, community, state, or national committees as needed.

Supervision Given and Received Receives general direction from the Director of the Lowman Student Center. Supervises full-time professional staff, graduate assistants, and student employees as assigned.

Hours per week

Work schedule

Pass Message

Thank you for your interest in this position. The screening and selection process is currently underway and will continue until a successful candidate is chosen. Should review of your qualifications result in a decision to pursue your candidacy, you will be contacted.

Fail Message

Thank you for your interest in this position. Based on your responses to supplemental questions, you do not meet the minimum qualifications for this position. Please do not let this discourage you from applying for other positions that interest you.

Position Details

Employee Information

Employee First Name	James
Employee Last Name	Van Roekel
SAM ID	000240825

Title Information

Title	Director of Student Services Technology
Grade	NC
FLSA Status	Exempt
Occupational Category	Executive/Administrative
Position Class Code	3N869
Full Time Part Time	Full Time

Educational and Experience Requirement	Bachelor's degree in education, institutional management, student personnel administration, business, social sciences, or a related field. Five years of experience in higher education administration or a related field. Experience in the integration of technology and the learning process in a higher education environment is desirable. A combination of education, experience, and training that would produce the required knowledge and abilities could be considered.
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Nature & Purpose of Position	Provides leadership in budget planning, personnel management, policy and procedure development, coordination of assessment efforts, and coordination of technology utilization and collaborative sharing in the Student Services Division.
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Supervision Given and Received	Receives minimum direction from the Associate Vice President for Student Services.
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Primary Responsibilities	Provides technology expertise and guidance to Student Services Division Directors. Ensures a common direction in technology utilization and collaborative sharing within the division to provide quality student services to on-campus and distant learning
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students. Acts as liaison to the Information Technology Division to assist the Student Services departments in planning, purchasing and implementing technology-based projects and solutions. Assists the directors in identification and evaluation of equipment and software for potential utilization within the division. Coordinates assessment tasks as related to assigned departmental responsibilities. Conducts long and short-range planning. Develops and recommends policies and procedures. Produces publications such as organization guides, monthly activity calendars, handbooks, newsletters, and promotional materials. Develops and coordinates ongoing student employee training programs. Attends and represents the university and department at meetings and workshops. Maintains appropriate liaisons with campus facility managers, faculty, and other staff who have an impact on student development. Ensures compliance with applicable departmental and university policies and local, state, and federal requirements. Performs other related duties as assigned.

Other Specifications

Contact with students, faculty, staff, administration, alumni, parents, corporate officials, public officials, and the general public. Serves on university, community, state, or national committees as needed.

Job Number

N/A

Position Information

Position Number

1M9936

Hiring Salary Type

Yearly-Administrative

Employee Class

E1 - Stf Exmt Salaried FT

FTE

1

Is this a temporary position?

No

If a Temporary position, indicate ending date of position

Additional Position Specific Details

Title: Director of Student Services Technology

Class: 1M170

Proposed Salary: \$64,008

Employment Statement

This is a classification description with the complete list of job duties being maintained at the departmental level. Other job duties necessary for the effective operation of the University are expected to be performed. Any qualifications to be considered as equivalents in lieu of stated minimums require the prior approval of Human Resources. Sam Houston State University is an at will employer and drug free/smoke free workplace. This position is security sensitive and thereby subject to the provisions of the Texas Education Code §51.215, which authorizes the employer to obtain criminal history record information. The pay grade range is inclusive of social security benefit replacement pay.

Sam Houston State University is Committed to Equal Opportunity in Employment and Education.

Contact Information

Contact Name & Title	Keith Jenkins
Contact Phone	4-1968
Contact Building & Room #	LSC 311
Contact Fax	936-436-3803
Contact Instructions Summary	
Contact Email	

Funding Information

Fund	170300
Organization	710000
Account	701001
Program	50
Amount	60000
Percentage Funded	100
Fund	170400
Organization	700000
Account	701001
Program	50
Amount	4000
Percentage Funded	100

Staff Additions Changes

Staff Additions Changes

If the proposed position is approved, Yes
will additional costs be entailed?

If yes, provide additional cost details. \$4000 in additional salary. No other expenses involved.

Requested Changes to Educational and Experience Requirement Change educational requirement to a Master's degree. Add: Actual experience in the integration of technology and the learning process in a higher education environment.

Immediate Supervisor Keith Jenkins

Number of exempt employees supervised none

Number of non-exempt employees supervised none

Number of student employees none

supervised

Please explain in detail why a new position or changes to an existing position is needed. What factors caused the need? (You should be specific in your justification)

With the poliferation of technological services within the Student Services division there needs to be a position to ensure a common direction in technology utilization and collaborative sharing. This position will liaise with the IT Division in assisting the Student Services departments in planning, purchasing and implementing technology-based projects and solutions.

Have you explored alternatives which might be available to deal with the need? Please explain.

We looked at making this a full time new FTE but decided to make it a dual hatted position as a Director of Technology as well as the Assistant Director of LSC.

How will this position contribute to the department mission and University strategic plan?

This position will ensure the Division is keeping pace with other university departments in the area of technology and ensure we can provide a quality service to our on-campus and distant learning students.

Job Analysis Questionnaire

I. Required Experience

Indicate the amount of practical or applicable experience or "know-how" needed to perform duties satisfactorily exclusive of break-in orientation time: (check one)

Required Experience

At least five (5) years, but less than seven (7) years

II. Required Education

Indicate lowest grade of education required of a person starting in this position (not preferred or desirable education)

Required Education

Bachelor's degree (list Major/Minor below)

*If special courses are needed to perform duties satisfactorily, please list here.

If Bachelor's degree selected, please list Major and Minor required

III. Supervision/Direction Received

Reference the following definitions for the questions below:

Close Supervision: Supervision available at all times. Instructions are explicit and do not permit deviation.

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General Supervision: Follows established practices and policies. Supervisor is usually available and desired results are clearly defined. Work requires the ability to make frequent minor decision. Completed work is reviewed for general accuracy and completeness.

Minimum Supervision: Desired results are clearly defined, but work methods are not prescribed except when a work assignment deviates substantially from the normal pattern. Supervision is usually available, but incumbent is expected to resolve work problems as they arise, make independent decisions, and work on most assignments with substantial independence.

General Direction: Work methods are not prescribed, but work methods or approaches to work problems usually are determined by incumbent based upon special knowledge or experience. Desired results are defined in general terms and incumbent generally works independently towards general results.

Minimum Direction: Desired results are indicated in major terms or objectives. Work methods or approaches to problems are determined almost entirely by the incumbent. Final results are appraised largely with respect to attainment of program

objectives.

Broad Direction: Work is performed at major executive or professional levels where responsibility for broad planning and attainment of program objectives is vested in the incumbent. Work is appraised in terms of long range results.

To whom is this position directly responsible? Keith Jenkins

Select the option that most appropriately applies: Minimum Direction

IV. Supervision Exercised

If the incumbent supervises the work of others give the title(s), number of employees supervised, and type of supervision (based on the definitions below)

Working/Partial Supervision: Supervision of employees over whom the position exercises responsibility for limited phases of supervision; e.g., assignment of work and follow-up to insure proper completion as in the case of a working supervisor or supervision exercised in the absence of the regular supervisor where responsibilities require their frequent absence.

Full Supervision: Supervision of employees over whom the position has responsibilities for recommending or affecting the hiring, continued employment, disciplinary and discharge actions, pay increases and the planning, organizing, scheduling, controlling and reviewing the work of others.

Title None

No. of Employees 0

Type of Supervision

V. Contacts with Others

This section measures the importance of, and amount of time devoted to necessary and meaningful personal relationships inherent in the position. The degree of influence exerted by the incumbent, the importance of such contacts in compelling others into channels of guided action, and the frequency of those contacts are important considerations. Contacts may be in person or by telephone.

The following definitions apply:

Routine Contacts are those involving the exchange of information and/or relations with employees of other work units in the performance of work, receiving and directing the general public and students, and providing general routine information.

Important Contacts are those involving the reception of, or providing information to department heads, high-ranking University officials, public officials, and distinguished visitors, etc.

List whomever is contacted, the type of contact and specify the percentage of work time spent with contact; i.e. up to 25% - 50%, and over 50%.

Agency/Dept./Person(s) Contacted SHSU Departments

Select percent of time exposed to the elements Important

% of Time Spent 60

Agency/Dept./Person(s) Contacted Regional and National Organizations

Select percent of time exposed to the elements Routine

% of Time Spent 20

Agency/Dept./Person(s) Contacted Technology Groups

Select percent of time exposed to the elements Routine

% of Time Spent 20

VI. Working Conditions

This section appraises the physical conditions under which the incumbent must work and the extent to which such conditions are disagreeable and hazardous. Also considered is the extent to which the incumbent must exercise care to avoid or prevent injuries to others.

Check the most appropriate answers to each of the following questions:

Indicate which areas the incumbent spends their time Semi-private office, general office or laboratory

Amount of time spent standing 20

Amount of time spent sitting 60

Amount of time spent moving 20

What unpleasant or disagreeable elements must incumbent endure? none

Select percent of time exposed to the elements Less than 10%

What hazards or hazardous equipment and materials are involved in this position? Indicate approximate percentage of time exposed to hazardous elements. n/a

What is the probability and potential severity of injuries that incumbent is at risk of? Probability of accident and injury is very slight

Select the level of care necessary to avoid or prevent injuries to fellow employees Likelihood of injury to others is slight

VII. Policy Interpretation

This section measures the responsibility for (1) analyzing and interpreting policies, procedures, laws, and regulations and (2) ensuring the implementation and development of policies and guidelines.

Review the below descriptions and select a corresponding number from the drop down menu.

1. Applies to own work moderately complex directives, procedures, or instruction provided by supervisor or contained in manuals. Work does not require writing procedure or procedural changes.
2. Interprets and applies moderately complex directives, procedures or instructions to own work and/or to insure compliance thereto of employees of one or more inter-related work-units. Work does not require writing of policies or policy changes.
3. Interprets and applies moderately complex directives, procedures or instructions to own work and/or to insure compliance thereto of employees of one or more inter-related work-units. Work may occasionally require writing policies and procedures or procedural changes.
4. Interprets or applies complex policies, manuals, regulations, statutes, or written guidelines relating to a specific functional

area. Prepares written digests or procedural changes.

5. Interprets and/or implements complex policies, manuals, regulations, statutes, or other written guidelines relating to large scale or major programs affecting the University. Communications are in the form of bulletins, official memoranda, or additions/revisions to regulations.

Select the most appropriate 4

VIII. Judgement and Decision Making

This section evaluates the type and degree of latitude of judgment, complexity of problems and the frequency with which they are encountered, and also the consequences of poor judgment or errors of judgment with respect, for example, to the expenditures of funds, utilization of manpower, effect on public opinion and goodwill, and the acquisition or use of property, equipment, and facilities.

Review the below descriptions and select a corresponding number from the drop down menu.

1. Requires the exercise of minimum judgment; decisions are largely routine and involve a few minor problems. Little or no consequences of loss may result from poor judgment.
2. Requires limited judgment; decisions are largely routine and involve many minor problems; only minor consequences or loss may result from poor judgment.
3. Requires moderate judgment; decisions relate to many minor problems, and occasionally a major one; moderately serious consequences or loss may result from errors in judgment.
4. Requires considerable judgment; decisions usually involve major problems having broad implications; serious consequences or losses result from poor judgment.
5. Judgment is a prime factor in the performance of duties; incumbent is vested with final authority to make decisions within limits of established policies and procedures; significant and very serious consequences result from errors in judgment.
6. Incumbent is vested with final authority to make commitments and decisions limited only by laws and university-wide regulations and policies. Potential loss or gain is great since commitments and decisions have a long-term effect.

Select the most appropriate 4

IX. Position Specific Duties and Responsibilities

Percentage of Time 50

Duty/Responsibility Director of Technology

Percentage of Time 40

Duty/Responsibility Associate Director Lowman Student Center

Percentage of Time 10

Duty/Responsibility Other duties as assigned

Position Documents

1. [Organizational Chart](#) (PDF | 29.4 KB)
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