Job Description

Position Title: Analyst 1, Workforce Development

Job Family: Workforce

Job Level: Professional - Entry

FLSA Status: Exempt

Salary Grade: 05

Position Summary:

The Workforce Development Analyst 1 is responsible for coordinating and monitoring various projects, initiatives, and Workforce Development & Lifelong Learning (WDLL) technologies to support enrollment, Prior Learning Assessment (PLA), 3rd party billing, student communications, engagement, and student services for the Workforce Division. This position is a member of the Lifelong Learning team and will work with leadership and staff, information technology, and other units providing support services to students.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Develops interactive, user-friendly reports to support data-driven decision-making across College departments; retrieves and analyzes data related to third-party billing, noncredit enrollment funnel, CRM leads, Prior Learning Assessment (PLA), and other assigned initiatives.
2. Analyzes and documents current processes and systems; performs regular quality assurance checks and recommends improvements to enhance efficiency and user experience; provides technical assistance, staff training, and user documentation.
3. Researches and resolves complex student issues related to enrollment, registration, third-party billing, payments, and PLA, ensuring compliance with policies and timely resolution.
4. Serves as the technical lead and primary point of contact for the division's Customer Relationship Management (CRM) system, supporting system performance and user needs.
5. Facilitates staff training to help team members effectively use various technologies and interpret and utilize data for informed decision-making.
6. Collaborates with directors and managers to identify opportunities for operational and system improvements in alignment with institutional policies and workforce development goals.
7. Leads and participates in projects involving the implementation of new systems or the enhancement of existing systems; conducts system testing, validation, and documentation for customizations and upgrades.
8. Monitors students enrolled in specialized Workforce Division programs and provides high-level support and guidance through complex administrative and technical processes.
9. Provides technical oversight for communication platforms, student portals, webpages, and other digital tools to ensure accuracy, functionality, and user access.
10. Acts as the primary point of contact for Prior Learning Assessment submissions, third-party billing, and other assigned student services; processes invoices and manages related workflows.

11. Maintains and updates PLA crosswalks and supports the development of interactive worksheets used in annual college-wide PLA updates.
12. Serves as the backup to Workforce Analyst 2, ensuring continuity of operations and support as needed.
13. Oversees and supports temporary workers to ensure effective performance and alignment with organizational standards
14. Demonstrates knowledge of technical systems, platforms, registration systems, and Student Information Systems relevant to assigned responsibilities, and remains current on emerging technologies and best practices.
15. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of computer and network operating systems
2. Skill in current and applicable server administration, system security and network design
3. Skill in effective communication (both written and oral)
4. Skill in performing a variety of duties, often changing from one task to another of a different nature
5. Skill in project management principles, processes, and techniques
6. Skill in positive, productive, and flexible customer service
7. Ability to adapt to a rapidly changing technical environment
8. Ability to apply analytical and critical thinking skills with the ability to draw conclusions and prepare accurate reports and results.

Supervision:

- Provides lead work, advises and/or guides students or temporary workers. May organize, set priorities, schedule and review work, may interview and make recommendations on hiring, and provide input into performance reviews.

Independence of Action:

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Institutional Infrastructure: Allows participation in the development of foundational aspects of the College, including the establishment of a strategic plan, financial and facilities management, accreditation, and technology planning.
- Information and Analytics: Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Vocational or technical training/High school diploma or GED in Information Technology or a closely related field of study required.
- Bachelor's degree in Information Management or a closely related field of study preferred.
- Up to One (1) year of related experience required.
- One (1) to three (3) years of related technical experience preferred

  OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to position or transport light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Occasional work evenings or weekends.
- Pre-employment Background Check Required