



# CAREER OPPORTUNITY

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## Position Information

Posting Date: December 10, 2007  
Working Title: Academic Advisor/Communications and Technology Specialist  
Reporting Unit: Academic Advising and Retention Services  
Requisition Number: 13239  
Salary Range: \$3,834/month - \$5,462/month  
Hiring Range: \$3,834/month - \$4,241/month  
Excellent Benefits Package: [Academic Professionals of California\(APC\) Benefits Summary](#)  
First Screening Date: January 2, 2008  
Applications received after the first screening date will be considered at the discretion of the University.  
Position Classification: Student Services Professional III  
Bargaining Unit: Academic Professionals of California

## About the Position

Academic Advising and Retention Services is a learning support, academic assistance, retention and service-oriented unit with the Student Services Division of Student Affairs. Our mission is to facilitate successful student persistence through the completion of the baccalaureate degree.

Reporting to the Director of Academic Advising and Retention Services, the Academic Advisor/Communications and Technology Specialist develops, implements, and coordinates communications and technology-based advising services and programs. The position has primary responsibility for coordinating planning for a technology-based advising plan, and training and assisting other staff in the use of technology-based advising tools. The position also serves as the primary unit liaison to committees and work groups related to unit communications and use of technology. Using technology-based tools, the position provides counseling and appropriate referral for university students attempting to complete requirements relating to admission and degree requirements.

Essential duties and responsibilities of the position include, but are not limited to

- Answering online advising inquiries
- Managing the unit website content
- Design and implement online advising files
- Work with Director to establish assessment and evaluation plans
- Assist in the planning, development and implementation of retention related programs
- Provide retention and advising services

Evening and weekend hours may be required.

## Qualifications

Our ideal candidate will have advising/student services/retention services experience in a higher education environment, while being technology-savvy. Communication skills and customer service skills will be excellent. This individual will bring creative and innovative approaches to advising and will have the ability to work collaboratively as well as independently. The candidate will demonstrate the ability to learn and adapt to new technology quickly.

We require a bachelor's degree in a related field and three years of progressively responsible professional experience in student services work, with experience in advising preferred. A Master's degree in Counseling, Clinical Psychology, Social Work or a directly related field may be substituted for one year of experience. Candidates should have knowledge of admissions and registration processes, and knowledge of academic/general education requirements. Experience in the California State University system is a plus. PeopleSoft experience is desired. Experience with web maintenance software, and advising-related technology and software is also a plus.

Candidates must have the ability to facilitate groups and lead workshops, have problem solving and conflict resolution skills, have knowledge of and sensitivity to issues faced by at-risk students, and have a strong client focus.

## Required Application Material

- Résumé
- Letter of interest
- SJSU Employment Application: [PDF version](#) [MS Word version](#)

## Note to Applicant

Evidence of degree(s) or certification(s) may be required at time of hire. Every applicant who reaches the final level of interviews will be required to submit their fingerprints to the Livescan Prints Service through the University's Police Department. SJSU will pay all costs associated with this procedure.

## Equal Opportunity Statement

SJSU is an Equal Opportunity/Affirmative Action employer committed to nondiscrimination on the basis of race, color, religion, national origin, sex, sexual orientation, gender status, marital status, pregnancy, age, disability, or covered veteran's status consistent with applicable federal and state laws. Reasonable accommodations will be provided for applicants with disabilities who self disclose.

For the [SJSU Annual Safety Report](#) ([www.sjsu.edu/safetyreport](http://www.sjsu.edu/safetyreport))

## Contact Information

[Human Resources](#) ([www.sjsu.edu/hr](http://www.sjsu.edu/hr))

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## University Shared Values

### Learning

Valuing education and promoting life-long learning.

### Student and Employee Success

Placing our highest priority on academic success and personal growth.

### Excellence

Setting the highest standards in all we do.

### Integrity

Being honest, fair and accountable for our actions.

### Diversity

Respecting diversity and recognizing the strength this factor brings to our community.

### Community

Valuing collaborative relationships.