Vacancy Announcement

User Support Specialist

The Voluntary Framework of Accountability (VFA) is the first comprehensive national data collection and display initiative created for community colleges to measure student outcomes. Community college leaders - facilitated by the American Association of Community Colleges (AACC) - conceived, developed, and delivered the VFA system. The VFA measures student progress and outcomes, career and technical education outcomes in the credit and noncredit areas, and adult basic education outcomes.

AACC seeks a User Support Specialist to be the first point of contact and provide direct support for the members and users of a community college data and metrics initiative and multi-platform data collection and display system. The incumbent will work with colleges and college personnel to help develop, manage, improve, and implement the user support program and systematize support procedures. The User Support Specialist will manage and help the user group community with understanding and calculating metrics and inputting and submitting data. Individual will also coordinate and lead meetings, workshops, and training sessions on the features and processes of the data tool and database. Responsibilities also include processing and assisting with membership account management, assisting with website maintenance/enhancement, reviewing web analytics, overseeing user acceptance testing, and project management support. The incumbent will also assist with managing the data, IT infrastructure, and data maintenance.

Qualified candidates must have a bachelor's degree, plus 2-3 years of related work experience providing support to a community of users and for developing and delivering training, coordinating virtual and in-person meetings, and using data, data tools, and web-based and technical platforms. Requires highly effective customer service, communications, presentation, and interpersonal skills, as well as the desire and ability to create an exceptional participant experience to fully engage a user community. Additionally, the candidate will need working knowledge in Microsoft Office, especially PowerPoint and virtual meeting platforms and Excel for tracking and basic analysis. Must have the ability to comprehend, research, and summarize information to respond to user questions. Familiarity with SQL, institutional research, project coordination, or data dashboard development is a plus. Knowledge of ways to display data and how to use database and data visualization software to allow users to better understand data elements and what data are showing, is also a plus.

AACC provides a competitive salary and an exceptional benefits package. Send cover letter, resume and salary requirements to careers@aacc.nche.edu

AACC is an equal opportunity employer.