

# Administrative Support & Solutions Specialist (Administrative Program Support 2) Search #: 495411

## **JOB SUMMARY**

UConn Recreation is searching for an Administrative Support and Solutions Specialist. Under the general supervision of the Director of UConn Recreation, the Administrative Support and Solutions Specialist performs responsibilities in support of a variety of programmatic and operational outcomes. Specifically, this position serves a vital role supporting the department in use of enterprise applications responsible for thousands of staff and patron interactions daily. Utilizes skills to improve department performance by promoting successful usage of software and technology solutions within all facets of UConn Recreation's dynamic service platform. Position collaborates regularly with stakeholders from across all levels of the department, university IT support, and external software providers. Implements departmental policy, procedure, maintenance services, risk management and assessment in the execution of duties; ensuring the highest quality of customer service and safety for the UConn community. Weekend and evening work is required.

The Division of Student Affairs is committed to diversity, equity and inclusion; competence in working with culturally and ethnically diverse populations; and awareness of how issues of difference, power, and privilege manifest in higher education environments. The ideal candidate promotes equity and inclusion by demonstrating and supporting an understanding, sensitivity, and appreciation for social justice, cultural humility, and inclusiveness.

## **DUTIES AND RESPONSIBILITIES**

### **Administrative Management**

1. Responsible for special initiatives or projects requiring technical solutions, which may be ongoing or short-term, that require research, planning, coordination, and development
2. Oversee overall performance of department enterprise applications (e.g. Fusion, Connect2Concepts, Sub-it-Up, BlackBoard, Kaltura, Haku,)
3. Provide direct back-end management of enterprise applications
4. Support department personnel on the day-to-day use of enterprise applications
5. Develop, coordinate and provide internal enterprise application training for department staff
6. Creates educational materials, and guides workflows to improve application and technology usage
7. Develops project plans for new technology implementations
8. Serve as department liaison to external and internal partners on software application and hardware support
9. Provide technical support for programmatic units in the delivery of member services and events
10. Meet with UConn Recreation personnel regularly to identify opportunities for technology solutions
11. Implement risk management policy and procedure for all activities
12. Provide direct support of events hosted by UConn Recreation
13. Manage race event timing operations for UConn Recreation
14. Provide timely and accurate incident, accident, and risk management reporting
15. Maintain accurate and accessible records related to all department activities including participation, financial and maintenance reporting
16. Maintain accurate and accessible records related to all program unit resources
17. Maintain accurate inventory of all facilities equipment and operational resources
18. Develop and expand professional knowledge of recreation programming and technological integrations in support of department operations in order to ensure quality and meet the needs of students, faculty and staff
19. Drive department vehicles in the support of satellite operations including implementation and supervision of scheduled special events

## **Planning & Assessment**

1. Recommend annual equipment, technology and software budgetary needs
2. Provide timely and accurate reporting of recreation participant usage data
3. Recommend operational and programmatic changes based on continuing need assessment
4. Assist in development of the annual operating budget and end of year report

## **Additional Duties**

1. Provide leadership for assigned departmental programs and events
2. Serve on department or university assigned work teams and committees
3. Serve as Student Recreation Center Manager on Duty as required
4. Additional duties as requested by supervisor or departmental leadership

## **MINIMUM QUALIFICATIONS**

- Bachelor's degree
- Two (2) to three (3) years of related experience
- Proficient with the front-end operation of recreation enterprise systems (e.g. Fusion, Connect2Concepts, Sub-it-Up, BlackBoard, Kaltura, Haku,)
- Demonstrated organizational skills necessary to independently manage multiple projects
- Demonstrated strong interpersonal skills necessary for effective work relationships
- Demonstrated ability to effectively communicate information
- Demonstrated understanding of, stated commitment to and/or experience working with diverse populations
- Valid driver's license and ability to acquire Connecticut Passenger "A" endorsement or equivalent

## **PREFERRED QUALIFICATIONS**

- Master's degree
- Proficient with software back-end management, development and implementation of recreation enterprise applications (e.g. Fusion, Connect2Concepts, Sub-it-Up, Haku)
- Direct experience working in student or customer service
- Demonstrated experience facilitating employee development and training
- Demonstrated experience integrating principles of diversity and inclusion into all aspects of competitive sports management
- Demonstrated experience managing technical logistics for large scale recreation events

## **APPOINTMENT TERMS**

This is a full-time, 12-month, UCPEA position with outstanding benefits, including employee and dependent tuition waivers at UConn, and a highly desirable work environment. For additional information regarding benefits visit: <https://hr.uconn.edu/benefits-beyond-pay/>. For additional information about the University visit: <http://www.uconn.edu/>