



Position Profile

Student Information Systems Manager

July 2021

(Note: This job qualifies for virtual office flexibility)

In partnership with Summit Search Solutions, Inc.

ABOUT THE INSTITUTION

Southern California University of Health Sciences (SCU) is a regionally accredited, nonprofit institution specializing in health care education. SCU is dedicated to its core values of integrative health, evidence-based practice, health equity, and inclusivity.

The Southern California University of Health Sciences (SCU) was founded in 1911 as the Los Angeles School of Chiropractic. SCU has added multiple programs over the years and is today a comprehensive health sciences university offering certificate, baccalaureate, and graduate-level education to students interested in pursuing a career in the health professions. SCU has a history of providing the highest levels of patient care and has gained a reputation for excellence in an evidence-informed curriculum. The university holds institutional accreditation with the Western Association of Schools and Colleges (WASC) as well as several programmatic accreditations. For more information: <https://www.scuhs.edu/>



SCU's mission is to educate students as competent, caring, and successful integrative healthcare practitioners. Faculty, staff, and students enjoy a collaborative and engaged community that includes an active student association, staff senate, and faculty senate. SCU has been educating practitioners for over 100 years.

The university is proud of the SCU Health Center, a unique educational health and wellness facility residing in the heart of Whittier, California. Skilled and qualified students provide care under the close guidance of expert, licensed SCU Health System practitioners. The SCU Health Center provides chiropractic, acupuncture, Ayurveda, and urgent care services to address a variety of ailments and medical conditions. Each patient, based on their needs and condition, receives a customized plan that is right for their health and lifestyle.

The university is committed to providing excellence in academics, service, scholarship, and leadership through its diverse program portfolio:

- Doctor of Chiropractic
- Doctor of Occupational Therapy (in development)
- Doctor of Physical Therapy (in development)
- Doctor of Acupuncture & Chinese Medicine
- Master of Acupuncture & Oriental Medicine
- Master of Science in Human Genetics and Genomics
- Master of Science in Medical Science
- Master of Science: Physician Assistant Program
- Bachelor of Science in Health Sciences
- Accelerated Science Courses
- Ayurveda Certificate Program
- Clinical Internship for Ayurveda Practitioners
- Sports Medicine Residency
- Veteran Affairs Residency

QUICK FACTS

Serving over 1,200 students
13:1 Student to Faculty Ratio
6 Continents represented by SCU Alumni
30+ Student Groups and Associations
20 Average Class Size
35,000 Annual patient visits to the SCU Health System allowing students real world experience
12 Affiliated Health Centers
25 Acre Campus

[The Refreshed Institutional Plan to 2023](#) provides a sustainable plan for the success and growth of Southern California University of Health Sciences.

THE OPPORTUNITY

Student Information Systems Manager

The Student Information System Manager (SIS Manager) is a member of SCU Operations and reports to the Vice President of Operations/President's Chief of Staff (VPOps/COS). The SIS Manager works closely with the VPOps/COS and outsourced managed services vendors to provide efficient, effective, and stable student information systems that meet the information, communication, and administrative needs of SCU. The SIS manager is responsible for organizing, directing and administering the student information systems (i.e.: Jenzabar J1, Canvas, ExamSoft, etc.), maintaining a variety of functions including admissions, grades, scheduling, attendance, learning management, library, medical records, reports, etc. *NOTE: This position has the option of being a virtual role with schedule flexibility.*

Duties and Responsibilities:

- Develop and maintain a profound understanding of the dynamic needs of SCU student information systems (SIS) including J1, Canvas, Examsoft, etc.
- Plan, implement, configure, monitor and oversee the student information systems, and troubleshoot and provide training as needed.
- Lead and perform SIS administration and management and coordinate system security with managed services partners.
- Work closely with the Admissions Office, Registrar's Office, Business Office, Student Accounts, Financial Assistance, Student Support, etc. to support all the student information processing requests.
- Coordinate necessary reporting needs.
- Develop and maintain good relationships with vendors and service providers.
- Develop and maintain appropriate guidelines, procedures, and materials for SIS.
- Plan, coordinate, and conduct regular training programs for SIS users.
- Work closely with Jenzabar and Synoptek, etc. to provide SIS-related information and communication support for all departments and SIS users.
- Develop and implement SIS-related projects, e.g. learning management system, library, activities, university application, payment, clinic, ERP, etc.
- Perform data synchronization, real-time or schedule-based, among potentially separated systems, e.g. sync data from SIS to a separate library or LMS system.
- Monitor and analyze software problems, and work with software companies to solve such problems.
- Work with the vendors to arrange upgrades, enhancements; Develop test plans and coordinate with key system users and other managed services providers (e.g. Synoptek, Canvas) to validate upgrades before they are installed in production.
- Provide timely communication to administration and other users regarding the system status, such as notices of scheduled or unscheduled downtime.
- Develop and maintain up-to-date documentation, including:
 - SIS and DB Topology
 - Inventory of all databases and systems
 - Configurations
 - User manuals
 - Step by step setup instructions for application setup
 - Key event logs on each application
 - Procedures
- Maintain an awareness of the latest technology, trends, and developments related to student information systems.
- Assist the VPOps/COS in the annual budgeting process.
- Performs any other duties as assigned by the VPOps/COS that may not be consistent with the qualifications and skills required for this position.



Qualifications:

Required:

- B.S. Degree in Computer Science or related areas.
- Fluency and good command of English.
- Extensive skills and knowledge of Microsoft environment and experience with a variety of software and programs.

Preferred:

- A minimum of 3 years successful hands-on work experience of a recent similar position.
- Proven experience on database and student information systems as detailed above.
- Strong system-level troubleshooting skills based on a deep understanding and a solid knowledge of:
 - Retrieving, interrogating, and reporting data from large relational databases
 - CSV file structure
 - HTML/XML
 - Microsoft SQL Server
 - Microsoft Excel
 - Power BI
 - SQL
 - Jenzabar (J1 or EX)

Personal Skills and Abilities:

- Good communication skills and ability to work with teams, teachers, students, and vendors.
- Ability and skills to handle problems tactfully and with sensitivity for the end-users.
- Ability to handle confidential files and information in a professional manner.
- Ability to organize and analyze complex tasks in a systematic manner.
- Willingness to work additional hours.
- Ability to meet deadlines.



PROCEDURE FOR CANDIDACY

Confidential review of applications will begin immediately and are welcomed until the position is filled. Please submit your resume and letter of interest. To apply online go to <https://theapplicantmanager.com/jobs?pos=su258>

For nominations or further information:

Kristen Farha, MA

Senior Consultant

Summit Search Solutions, Inc.

Direct: (316) 650-0069

kfarha@summitsearchsolutions.com

Southern California University of Health Sciences is an equal opportunity employer. Members of underrepresented groups are encouraged to apply.



Summit Search Solutions, Inc. is a boutique executive search firm dedicated to serving the education and nonprofit sectors nationwide. Based in Asheville, NC, Summit has a team of experienced recruiting consultants in strategic locations across the country including California, Colorado, Delaware, Kansas, New York, and North Carolina.



Image by David Mark from Pixabay

WHITTIER and SOUTHERN CALIFORNIA

Whittier has a unique combination of community identity, spirit, and cooperation that have helped make it one of the most attractive and desirable residential and business locations in Southern California. Located in Los Angeles County, about 12 miles southeast of the City of Los Angeles, it boasts beautiful year-round weather with temperatures rarely reaching above 90 degrees or below 50 degrees.

Living in Whittier offers residents a small-town feel but with the benefits of a large metropolitan area with access to a vast array of cultural and recreational opportunities. In addition to all the attractions offered by the private sector, the County has several world-class facilities including the Music Center, Hollywood Bowl, Museum of Art, the Natural History Museum, the Ford Theatre, and Marina del Rey. The County manages 87 regional and local parks, 344 miles of horse and hiking trails, 19 golf courses, 31 public swimming pools, and 25 miles of beaches.

And there is no end to what Southern California (SoCal) offers in the way of world-renowned restaurants, gallery exhibits, theater, and just about every outdoor activity you can think of.

Southern Californians lead an outdoor lifestyle where family dinners can be served on the patio, an office worker can go for an outdoor run during his lunch hour and weekends can be spent bike riding, hiking, or taking the dogs for a long walk, followed by a stroll through the neighborhood farmers market. This is the life in SoCal year-round.

To learn more about *Whittier* and *Southern California*, visit:

Whittier Chamber of Commerce: <https://www.whittierchamber.com/>

LA County: <https://www.lacounty.gov/>

Los Angeles Times Arts & Culture: https://www.latimes.com/entertainment/arts/?_lb=1

