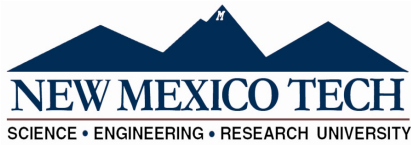


Posted: September 16, 2025



POSITION ANNOUNCEMENT

TITLE: PROGRAM AND SOFTWARE SPECIALIST

DEPT: REGISTRAR

REG ☐

TEMP ☒

FULL TIME ☒

PART TIME ☐

STARTING RATE or SALARY RANGE \$60,000 - \$64,000

Employees being promoted to a higher classified position receive the minimum for the position or a pay rate adjustment of 8% whichever is greater.

All regular positions also entitle the employee to several benefits including health, dental, vision, life insurance, and retirement which is largely paid by New Mexico Tech for the employee and dependents.

INTERNAL POSTING THROUGH: 09/26/2025*

CONSIDERATION WILL BE GIVEN FIRST TO TEMPORARY AND REGULAR TECH EMPLOYEES WHO APPLY WITHIN THE 7 DAY INTERNAL POSTING. APPLICATIONS RECEIVED AFTER THE 7 DAY POSTING MARGIN WILL BE CONSIDERED WITH OTHER OUTSIDE APPLICANTS.

JOB SUMMARY:

The Program & Software Specialist is responsible for coordinating, implementing, and supporting programs and software solutions to enhance the administrative functions of the Office of the Registrar. This role ensures seamless integration of new systems, provides training and support to staff, and collaborates with vendors and IT teams to optimize software performance. The Program & Software Specialist is also responsible for supporting the mission of the Registrar's Office by managing student records operations, maintaining compliance with institutional and regulatory policies, and providing leadership in the administration, optimization, and integration of student information systems. This position combines functional knowledge of academic policies and registration processes with technical expertise in system configuration, reporting, and data management. Primary platforms include Ellucian Banner, Degree Works, and CourseDog, which the Software Specialist will manage to ensure efficiency, accuracy, and a positive student/faculty experience.

JOBS FUNCTIONS:

Assist the Registrar in the daily operations of the office, including registration, records maintenance, transfer credit evaluation, academic scheduling, grading, degree audit, and conferral.

Interpret and enforce academic policies, procedures, and federal/state regulations (e.g., FERPA, accreditation standards).

Provide supervision, training, and guidance to Registrar's Office staff and student employees. Participate in institutional committees and initiatives related to academic policies, student success, and compliance.

Manage special academic processes such as enrollment verifications, transcripts, commencement, and curriculum updates.

Lead the planning and execution of software implementation projects within the Office of the Registrar.

Coordinate with vendors, IT department, and staff to ensure successful deployment of new programs and systems.

Gather user feedback and recommend improvements to existing software.

Maintain documentation of procedures, configurations, and system updates.

Research and implement technology solutions to improve efficiency, service delivery, and student/faculty experience.

REQUIRED QUALIFICATIONS:

Bachelor's degree in Information Technology, Computer Science, education administration, or related field. Minimum of 3–5 years of progressive experience in registrar services, student information systems, or higher education administration. Proven experience in software implementation and project management. Specifically, Banner (student modules), Degree Works, and CourseDog. Strong understanding of registration, student information systems, and administrative software. Strong technical proficiency with data management and reporting tools (SQL, Argos, Cognos, Tableau, Power BI, etc.). In-depth knowledge of FERPA and other applicable federal/state regulations. Strong interpersonal and communication skills, with the ability to work collaboratively with cross-functional teams.

DESIRED QUALIFICATIONS:

Master's degree in higher education administration, information systems, or related field. Experience with additional student success or workflow platforms (e.g., CRM, document imaging, or learning management systems). Knowledge of business process reengineering and change management in a higher education environment. Supervisory or team leadership experience.

LIFTING REQUIREMENTS:

(f)requently, (o)ccasionally, or (s)eldom

0 - 15 pounds	F
15 - 30 pounds	O
30 - 50 pounds	S
50 - 100 pounds	S
100 + pounds	N

PHYSICAL DEMANDS:

Standing 15%	Sitting 40%	Walking 15%	Pulling 5%
Pushing 5%	Lifting 5%	Stooping 5%	Kneeling
Crawling 5%	Climbing	Reaching 5%	Other

Apply to: nmtjobapps@npe.nmt.edu