

# SUNGARD® HIGHER EDUCATION

**Job Title:** Sr. Strategic Consultant, Retention & Student Success

**Location:** Remote, USA

**Travel:** 50-60%

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## **Job Overview:**

This senior strategic consulting position will be responsible for providing thought leadership and direction in the development and delivery of services to support SunGard Higher Education's clients in the retention and student success area. The successful candidate will be expected to serve as an industry leader and subject matter expert for our clients and our company.

Serving in a senior consulting and advisory role to executive leaders in colleges and universities, the successful candidate must demonstrate proficiency, credibility, and evidence of a deep understanding of student success as it relates to the overall academic and business objectives of institutions of higher education. The preferred candidate will have a significant background in academic affairs, student affairs, and/or college administration. He or she will have demonstrated leadership and success in the coordination of student learning, success, and retention initiatives in higher education.

A senior strategic consultant must have proven experience working effectively with senior academics and executives; excellent presentation abilities; and outstanding written and verbal communication skills. A vita that includes a solid record of professional presentations and/or publications in the area of student success is expected.

The successful candidate will work with institutional leaders to develop dynamic, effective retention strategies to achieve their goals, supported by key performance indicators aligned to those goals. He or she must have an understanding of the college/university from an enterprise level, with a clear discerning how various functional areas contribute to student learning, success, and retention both in and out of the classroom. Given that retention initiatives will span across academic and administrative units, the successful candidate will have the ability to foster cross-functional communication and collaboration with the goal of transforming educational and business practices that help our customers engage, satisfy, and retain enrolled students.

The successful candidate must be able to work across enterprises (both within SGHE and at an institution), be familiar with the market challenges in higher education, have an understanding of student retention and success literature and best practices, and have knowledge of emerging technologies in student retention.

This position requires strong managerial experience; analytical and planning skills; excellent written and verbal communication skills; previous experience conducting interviews and focus groups; and the ability to develop and deliver workshops, training sessions, and large group presentations. The successful candidate will be a disciplined self-starter as well as a positive team player.

Knowledge of and experience with enrollment management strategy is an asset.

**Job Responsibilities:**

- Develop, implement, and continuously improve innovative and effective consulting and advisory services supporting SunGard Higher Education's retention and student success solutions.
- Using a disciplined methodology, create on-site engagement agendas, interview protocols, large group presentations, and working group sessions that involve all key stakeholders and achieve engagement goal of identifying institutional strategies and tactics to achieve student retention objectives.
- Prior to on-site engagements, review relevant client documentation, reports (such as NSSE), institutional research, and websites; discuss current retention/graduation rates, existing student success initiatives, and pressing concerns/issues/imperatives with the executive sponsor; and review and confirm engagement scope, agenda, and participants with executive sponsor.
- Following on-site engagements, facilitate the production of Retention & Student Success (RSS) strategy documents, coordinated high-level plans that represent the components of a consolidated strategy, including institutional objectives around RSS, a high-level description of key initiatives needed to realize those objectives, and agreement on how success will be measured using high-level key performance indicators.
- Coordinate across the SGHE enterprise to develop, sell, and deliver a solution approach to student retention. Extensive collaboration is expected with Academic Product Management's SunGard Success team members coordinating predictive modeling of at-risk populations, change management initiatives, student contact center, and success coaching and tutoring. Will also collaborate and interact with Client Operations, Product Development, Proposals, Inside Sales, Marketing, Sales, and Services.
- Extensive collaboration is expected with college and university executives and business unit owners, such as the Chancellor, President, Provost, Vice Presidents, Deans, Directors of First Year Experience/Academic Advising/Student Success, Registrar, and other stakeholders contributing to student retention and success initiatives.
- Communicate regularly and effectively with management and peers on issues, risks, opportunities, and general progress towards business goals.
- Use appropriate management skills in the areas of: project management, group discussion facilitation, budget administration, decision making, communication, and time management.

**Job Requirements:**

- Requires a master's degree, doctorate preferred, in Higher Education, Educational Leadership and Policy Studies, Business Administration, or Organizational Leadership and Development. Degrees in other disciplines will be considered with relevant professional experience.
- A minimum of five (5) years of experience within the higher education sector.
- Direct experience collaborating with faculty, staff, and senior administrators in outlining data-driven retention strategies and developing institutional initiatives and interventions that promote student learning and success.
- Demonstrated experience in consulting and/or training and development; strategic planning and benchmarking; and program development, implementation, and assessment. Proven history of affecting positive change in work environments.

- Ability to develop and deliver solutions that have the capability of transforming the way higher education conducts its business in regards to student retention and success.
- Ability to execute with efficiency and quality. Exceptional communication skills with a focus on collaboration across different functional units and organizations.
- Disciplined self-starter who is also a positive, team-oriented individual with the ability and desire to learn and keep pace with the issues impacting higher education.
- Demonstrated professionalism, both in appearance and conduct. Conscientious with issues related to security and privacy.
- Knowledge and end-user experience with technologies such as student information systems, web technologies, etc.
- Willing to travel by plane and consult at various client sites. At points, travel demands are extensive and it is realistic to plan for 50-60% travel. Ability to coordinate and organize travel logistics, time and expense reporting, trip report completion, and other administrative tasks.

#### **ABOUT US:**

SunGard Higher Education provides software, implementation and integration, strategic consulting, and technology management to colleges and universities. We bring the future of technology to today's colleges and universities to help them cultivate tomorrow's great leaders, thinkers, inventors, and citizens. Our employees find their work engaging, the environment stimulating, and the results of their efforts rewarding. We invite you to learn how you can work for a global, innovative company that believes in career and personal development, recognizes personal accomplishment, supports employees' lifestyles, and offers competitive pay and benefits. To learn more visit, [www.sungardhe.com](http://www.sungardhe.com). SunGard Higher Education is an Equal Opportunity Employer.

**Interested Applicants please forward resumes to, [Diana.ruiz@sungardhe.com](mailto:Diana.ruiz@sungardhe.com).**