# SEVIS and Systems Manager
# Stevens Institute of Technology

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| **Job Title** | SEVIS and Systems Manager |
| **Department** | International Student and Scholar Services (ISSS) |
| **Institution** | Stevens Institute of Technology |
| | Hoboken, New Jersey |
| **Date Posted** | May 6, 2024 |
| **Application Deadline** | Open until filled |
| **Position Start Date** | Available immediately |
| **Job Categories** | Director/Manager |
| **Academic Field(s)** | Computing/Informational Services |
| **Job Website** | https://stevens.wd5.myworkdayjobs.com/External/job/Hoboken-NJ---Main-Campus/SEVIS-and-Systems-Manager_RQ27989 |
| **Apply By Email** | |
| **Job Description** | |

## Job Description

**International Student and Scholar Services (ISSS)**

The International Students and Scholars Services (ISSS) serves Stevens' international students, faculty, research scholars, and staff, and provides pre and post-admission services to incoming international students. ISSS administers an increasingly complex array of government regulations; supports the US Department of Homeland Security's SEVIS system (Student and Exchange Visitor Information System), and manages the collection and entry of data and information in SEVIS to track the Stevens international student and scholar population in non-immigrant status. ISSS manages the Department of State's Exchange Visitor Program and its regulatory requirements. The ISSS is Stevens' primary resource for issues related to immigration compliance for international students, faculty,

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research scholar and staff as it relates to specific admissions, academic, enrollment, employment and travel matters. ISSS designs, plans and implements international student/scholar orientation programs and a variety of workshops to ensure immigration compliance and contributes to international students' cultural adjustment and academic success.

## SEVIS and Systems Manager's Job Description

**Essential Duties & Responsibilities:**

- Database Queries & Reports; Prepare and provide data for periodic reports;
- Coordinate and implement SEVIS reporting procedures for data collection and Batch processes; identify Batch glitches; assists in training staff members on Batching;
- Perform complex data reconciliation and examination to ensure institutional compliance; accountable for preparing and compiling statistical reports through Terra Dotta, SEVIS, and Stevens systems (Workday); develop graphic representations of data for presentations and reports
- Manage continual updates and maintenance of standard Terra Dotta email texts.
- Manage, monitor and update data reported to SEVIS;
- Manage F-1 & J-1 alerts for international students & scholars in SEVIS and Terra Dotta;
- Provide periodic technical status and reports to the Director;
- Provide information and recommendations to ISSS staff;
- Coordinate with the Information Technology department to make upgrades to systems as needed;
- Attend conferences and give conference presentations when needed on Database Maintenance & Management;
- Manage new and continuing student registration in SEVIS, via batch. Manage communication and address updates to SEVIS, via batch;
- Manage SEVIS-related database maintenance and data clean-up services as needed (duplicate records, data inconsistencies, archiving, etc.);
- Manage, monitor and ensure record retention per the University record retention policy and federal regulations;
- Manage Student Information System (Workday) to Terra Dotta data feed;
- Manage, monitor and update Stevens' student information system (Workday), including reports, queries and data;
- Perform system audits to ensure the integrity and consistency of data in Terra Dotta, and campus databases, with SEVIS data, and manage correction of any inconsistent data;
- Respond to and resolve technical or institutional access problems related to electronic business

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processes, or request and coordinate outside help when needed;
- Manage all student/scholar-related IT ticket submissions and Terra Dotta portal/eForm issues for F-1 and J-1 students;
- Manage, monitor and update Stevens ISSS website/internal web pages/systems; Manage client and departmental inquiries related to access to Terra Dotta portal/eForm submission, Terra Dotta/SEVIS portal pin resets, merging records and eForm resets. Provide back up support for the University database maintenance and data clean-up services as needed (duplicate records, data inconsistencies, archiving, etc.);
- Submit tickets to IT and/or contact Terra Dotta in the event of unexpected system issues;
- Database & Electronic Business Services Production & Development Identify and research areas for technical improvements to ISSS processes, and suggest potential changes or enhancements;
- Monitor effectiveness of new processes, propose and implement changes as appropriate, and expand as needed to serve new purposes;
- Provide recommendations for continuous improvements in data collection and maintenance, and for improvement of data integrity. Participate in activities and groups related to database and system improvements;
- Provide consultation on web-based database application development projects for Terra Dotta;
- Train ISSS staff in use of advisor-related SEVIS/Workday/Slate, Terra Dotta and website functions. Campus-wide Terra Dotta training and on-going productions support including documentation to be used for training and on-going reference;
- Maintain campus-wide electronic business process documentation and update as needed due to updates in SEVIS and other database systems, as well as changes in internal ISSS processes and procedures;
- Monitor all SEVIS and Terra Dotta alerts for F-1/J-1 students remain current with SEVIS-related and regulatory updates pertaining to international students and scholars to ensure institutional compliance;
- Create Terra Dotta tracking mechanism and monitor international student and scholar compliance with Stevens and federal health insurance requirements;
- Monitor daily Terra Dotta workflow for errors and resolve or route to appropriate person for resolution. Advise international students and scholars to the extent necessary to make recommendations for revision of existing, or creation of new, ISSS electronic business processes;
- Act as a primary resource/liaison to other departments regarding the data/records and status of international students and scholars;
- Perform duties of a Designated School Official (DSO) and Alternate Responsible Officer (ARO);
- Work with the Associate Director for Incoming International Student to process I-20s during peak season; issue DS-2019s for newly accepted and visiting students;
- Provide counseling and advising support to international students on immigration related matters,

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including changes of status, leave of absence, and transitional and other support issues; as a member of the on-call team of advisors hold regular open office hours;
- Serve as a resource on immigration regulations, policies and practices to faculty and staff;
- Oversee F-1 immigration check-in and the SEVIS registration process;
- Assist in the development, implementation, and presentation of specialized workshops and programs;
- Assists in designing and updating office handouts, forms, presentations, and websites;
- Assists in ensuring University compliance with federal immigration laws and SEVIS regulations;
- Performs other job related duties as assigned.

**Minimum Requirements:**

- A Bachelor's degree and/or master's degrees in statistics, data science, computer science/engineering, information systems or a related field with a technical background in information systems/data science.
- Three (3) years of relevant work experience in a higher education environment, with international student and exchange scholar populations and regulations, including knowledge of SEVIS, F, and J Visa requirements or/and 3 years of specific experience with database/statistical software, tools and information retrieval methods.
- Experience using statistical and database software. Consulting and project management skills.
- Demonstrated experience with SQL and managing relational databases.
- Advanced proficiency with Excel, Google Sheets and Microsoft apps
- Proficiency in various programing and reporting languages including HTML, Java
- Experience using data visualization to effectively and efficiently convey complex statistical/statistical concepts to lay audiences including administrators, faculty, and other decision-makers and stakeholders.
- Excellent planning systematic, problem solving, customer satisfaction, communication and social skills.
- Ability to make administrative/procedural actions, direct complex projects, meet deadlines, track accomplishments and meet established goals and goals
- Skill in using data systems
- US Citizenship or Permanent Resident required to access SEVIS due to the government designation required.

**Preference:**

- Prior DSO/ARO experience
- Knowledge of federal, state and university policies and procedures related to compliance, data

management and reporting

## Submission Guidelines:

To be considered as a candidate, please submit the following:

- Cover letter
- CV/Resume
- Three References

## Department

International Student and Scholar Services

## General Submission Guidelines:

Please submit an online application to be considered a candidate for any job at Stevens. Please attach a cover letter and resume with each application. Other requirements for consideration may depend on the job.

## Still Have Questions?

If you have any questions regarding your application, please contact Jobs@Stevens.edu.

### Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

### Contact

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