# Computer Science Graduate Program Manager
# Tufts University

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| **Job Title** | Computer Science Graduate Program Manager |
| **Department** | Department of Computer Science |
| **Institution** | Tufts University |
| | Medford, Massachusetts |
| **Date Posted** | May 22, 2024 |
| **Application Deadline** | Open until filled |
| **Position Start Date** | Available immediately |
| **Job Categories** | Director/Manager |
| **Academic Field(s)** | Computer/Information Sciences |
| **Job Website** | https://jobs.tufts.edu/jobs/20512?lang=en-us&iis=Job+Board&iisn=AcademicKeys |
| **Apply By Email** | |
| **Job Description** | |

## Overview

The Program Manager provides support for the Department of Computer Science (CS)'s approximately 20 graduate programs (7 certificates and post-baccalaureate programs, 10 Master's programs with at least two more in the planning stages, and 3 PhD programs) and more than 400 students (currently 80 PhD students; 170 certificate, postbac, and Master's students; and 160 students in the online postbac and Master's programs). This position manages two other staff and, together with that team, handles an estimated 1,500 graduate program applications per year. This position oversees recruiting, admissions, onboarding, advising, assessment, and recognition for all students in our graduate programs.

## What You'll Do

In collaboration with the Director of Graduate Studies, the directors of each grad program, and the department's graduate committee, the person in this position develops policies, strategies, and goals

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for CS graduate programs; provides and applies advanced, specialized subject matter knowledge to develop, implement, supervise, and evaluate said programs; and advises students in CS graduate programs. Additionally, this position manages hiring, training, and evaluation of grad support staff. This position reports to the department manager.

**Essential Functions:**

- In collaboration with Director of Graduate Studies (DGS) and other stakeholders, develops policies, strategies, and goals for all CS graduate programs.
- Implements plans and evaluates progress, refining plans and making changes to policies and procedures as necessary. Proactively develops and streamlines processes for students, faculty, and staff to improve and enhance the CS graduate student experience.
- Serves as advisor to all CS grad students, helping them navigate the academic and administrative requirements necessary for program completion.
- Spearheads grad admissions efforts: evaluates and processes applications; responds to prospective student queries; corresponds with students following admission, holding periodic info sessions for incoming students; coordinates/participates in annual Grad Open House for admitted students.
- Leads annual grad review process in conjunction with DGS; works with DGS each term to identify students of concern, communicating discreetly and confidentially with university partners as needed to respond to those concerns.
- Using exceptional communication skills, interpersonal skills, and political savvy, interfaces with a broad range of high-level university partners (e.g., the Dean of Graduate Education and their office, the Provost's Office, the Director of Graduate Admissions and their office, Grad Student Services, the Office of the Dean of Student Life).
- Represents CS graduate programs in professional organizations (e.g., Pathways Consortium) and at key events (e.g., the Grace Hopper Celebration, the largest conference of women and non-binary people in computing and tech, and the GEM Fellowship Conference).
- Develops programming to support community building within the graduate programs, partnering with program directors and CS grad student organizations as needed.
- Manages hiring and training of other CS grad support staff, evaluates workflow and productivity, and conducts employee performance reviews.Leads grad support staff in their efforts to maintain records of student progress, grad admissions, policy documentation through grad handbook supplement and website, etc.
- Serves as local subject matter expert on matters relating to the PhD union, helping students, faculty, and the department navigate situations as needed.

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## What We're Looking For

### Basic Requirements:

• Knowledge and skills as typically acquired through a Master's degree and 5-7 years of experience in an administrative or student support-related role
• A well-developed sense of discretion and confidentiality
• Cultural competence to work well with students from different countries and cultures, as well as a broad spectrum of backgrounds in the U.S.
• Innovative problem solver to help students find ways to solve problems, accommodate needs, and ultimately to succeed in our programs
• Excellent verbal, written, and presentation skills

• Solid technical skills with Microsoft Office suite or similar

### Preferred Qualifications:

• Master's degree in computer science, the sciences, education, higher education administration, or a related field
• Previous experience in a higher education setting
• Previous supervisory experience
• Previous experience in a student-facing role

**This is a hybrid role that is expected to be on campus several days each week during the academic year.**

## Pay Range

Minimum $70,000.00, Midpoint $87,550.00, Maximum $105,100.00

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

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**Contact Information**

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

**Contact**

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