

Job Description

Job Title:	Systems Operations Specialist
Department:	Office of the Registrar
Reports To:	Supervisor, Systems Operations
Jobs Reporting:	None
Salary Grade:	USG 6/7
Effective Date:	August 2018

Primary Purpose

Systems Operations Specialists (Specialists) are responsible for systems support through production work. This position is the intermediary between Business Systems Analysts and Records Assistants/Admissions Assistants, providing processing support, specialized coding, and query support

Key Accountabilities

Production and Processing Support

- Responsible for the timely management and execution of daily processes and daily data feeds (e.g., Co-op, milestones, work reports, etc.) to support work of the Registrar's Office and campus partners
- Responsible for scheduling, maintenance, and support for regular data interfaces with other campus enterprise systems (e.g., WaterlooWorks, Learn, Watcard, Faculty systems, data warehouse, etc.); as well as external systems (e.g., ONCAT, eCampusOntario)
- Ongoing maintenance of catalog; coding Senate-approved changes to courses, academic plans, and policies
- Generation of queries and reports for distribution to registrarial staff, faculties and departments
- Identifies interface errors to Supervisor
- Collaborates with IST to resolve systems issues
- Supports Undergraduate Calendar maintenance processes, including oversight of the preface notes, course index page, and making the courses go live
- Supports Records & Systems Team processes such as term activation, appointment coding, academic progression, etc.
- Assists the Records Systems team during system upgrades and participates in assessing system enhancements; when assigned to a project, duties may include:
 - Provides testing support
 - Collects user requirements;
 - Reviews business system design proposals.
 - Creates and maintains enrolment requisites to manage access to classes
 - Determines best practice and documents guidelines for AA coding (including the use of course lists, requirements and requirement groups)
 - Support Grade Point Average calculations during the AP process
 - Acting as a resource regarding complex enrolment issues; analyzes and resolves requisite issues

Training and Documentation

- Documenting operational business processes and procedures
- Support for training in specialty of portfolio
- Act as a resource for Records team, and Systems Analysts
- Analyzing, reviewing, and maintaining the student information system documentation

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- Provides coding advice and processing updates to the Records/Admissions Team

The Operations Specialist portfolio will be comprised of a combination of the following activities:

Records Interfaces

- Milestone coding (WHMIS, English Language Proficiency, Co-operative Work Terms and Work Reports, etc.)
- Manage grade submission at end of each term, including system/technical support for faculty and staff related to the grade upload process (both undergrad and grad); generation of grade rosters
- Responsible for Academic Advisement template coding (course lists that underpin Grade Point Average calculations (GPA), Academic Progression (AP), and Academic Advisement (AA) rules)
- Coordinate collection of AA requirement modifications as well as leadership of AA rule maintenance for all Faculty programs and plans
- Setup and maintain GPA rules
- Generation of Class Permission Numbers and distribution to Faculties
- Processes CECS interface files to the Student Administration System including synchronization of data between the two systems
- Responsible for maintenance of automated nightly processes
- Accountable for all activities, setup, and coding related to Convocation, including diploma production, program preparation, database maintenance, and collaborating with and providing data to campus partners (Senate, Community Relations, etc.)

Records Catalog

- Responsible for managing course revisions in the student information system; coding, updating, and maintaining all approved courses, course additions, modifications, and inactivations, and calendar software
- Support Senate minutes and policy research
- Review Faculty plans as available for program/plan modifications and provide advice and guidance; review submissions prior to Senate Undergraduate Council (SUC) meetings and reports errors/issues to appropriate contacts
- Report deviations from normal conventions to Supervisor

Other

- Provides Admissions and Student Awards Support as assigned
- May be called on to support exam, convocation and other Registrarial event support
- Performs other duties and assists with special projects as assigned

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Post-Secondary education and/or a suitable combination of education and work experience in post-secondary environment

Experience

- 2 years of experience working with student information systems, preferably PeopleSoft Campus Solutions

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- Experience working in a deadline driven environment and proven experience and ability in managing multiple tasks that require attention to detail, accuracy, consistency

Knowledge/Skills/Abilities

- Proven organizational, analytical, communication, and problem-solving abilities
- Ability to work with many different people with competing priorities
- Intermediate skill level working with Microsoft Office suite, including Access database proficiency
- In-depth knowledge of university structure, policies and procedures related to the maintenance of undergraduate student records is essential
- Ability to understand and respond to complex problems
- Must have excellent organizational, customer service, and communication (oral and written) skills
- Proven ability to work in a team-focused environment
- Demonstrated ability to manage concurrent projects involving shifting deadlines and priorities
- A continuous improvement mindset and an exceptional customer service focus are critical for success along with exceptionally strong attention to detail and problem-solving skills.

Nature and Scope

- **Contacts:** Will regularly connect and collaborate with IST, Co-op, CRE, as well as faculty and staff across campus. Collaborations relate to service delivery and coordination, issue resolution. May also have external contacts including with other universities, Higher Education User Group (HEUG/Alliance), and the Ontario Universities Application Centre.
- **Level of Responsibility:** The position performs defined specialized or routine tasks with minimal supervision. The incumbent will assess problems and requests submitted and provide solutions or directs the request to an appropriate team member and ensures the Supervisor is aware of escalated issues. This position will also train staff on calendar processes and provides seasoned advice on complex enrolment issues. The incumbent must exercise sound judgment and balance workload priorities. The incumbent will be accountable for the accurate maintenance of databases that support the ongoing activity surrounding the confirmation of degree completion by students and the subsequent production of diplomas and convocation related materials. Maintains the appropriate assignment of access for staff, advisors and instructors to Quest according to defined protocols.
- **Decision-Making Authority:** Makes straightforward decisions based on adequate information. Applies explicit guidelines and procedures in making decisions. The decisions and accuracy of work have a significant impact on the integrity of data and systems supporting decision-making by faculty, academic advisors related to degree completion, convocation, and diploma production.
- **Physical and Sensory Demands:** Requires high attention to detail and must be able to handle distractions, changing priorities, and interruptions while meeting required deadlines
- **Working Environment:** Performed in an open work area with a lack of privacy and frequent interruptions by email, telephone, or colleagues; typical of a position exposed to deadline pressures and accountability. Periodic mandatory overtime is required.