

Job Description

Job Title:	Manager, Graduate Systems
Department:	Graduate Studies and Postdoctoral Affairs (GSPA)
Reports To:	Associate Director, Systems
Jobs Reporting:	None
Salary Grade:	USG 10
Effective Date:	October 2018

Primary Purpose

Graduate Studies and Postdoctoral Affairs (GSPA) is involved in all aspects of academic life, graduate student recruitment and admissions, student records, financial aid and awards, and convocation. This position supports the systems-based processes for the entire student lifecycle and drives continuous improvement through systems development projects including self-service. The Manager provides functional business analysis and project leadership in systems development related to the student information system (SIS) and the document management system (DMS) of the University, while supporting major, more complex business processes. This role is forward looking and is regularly assessing the current and future technology needs of GSPA stakeholders in order to meet and exceed their expectations. The Manager is an alternate for the Associate Director, Records and Systems and collaborates with other managers in the Registrar's Office.

Key Accountabilities

Functional Leadership in Business Analysis and Development

- Provides leadership and vision for all modules in Quest impacting graduate studies
- Provides business analysis for new problems or changing processes (may be introduced by legislative or policy changes)
- Works closely with stakeholder groups (faculty, staff, students) to understand and interpret diverse requirements for new developments and/or improvements to existing processes; stakeholder needs are often conflicting requiring careful facilitation and negotiation
- Identifies and/or verifies user needs; creates user stories and test scenarios for large development projects
- Undertakes research of new tools and functionality to support graduate studies activities across the campus; engaged with implementation of these tools (setup/configuration, development, testing, training)
- Functional project leadership role in systems development, working in partnership with IST and other departments on development projects
- Functional leadership for coordinating system upgrades, enhancements, and fixes—research, identification of test scenarios, and quality assurance—and assuring that stakeholder needs are met
- Collaborates with project managers and technical teams on various activities, including: requirements gathering, application configuration, development of presentation materials, story development, customer outreach, issue management, and research

Operations and Systems

- Source of expertise and technical support on SIS and DMS functionality within assigned portfolio; liaises with other departments and users across campus

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- Responsible for configuring and optimizing complex cyclical processes that frequently require manual adjustments, including the setup, and maintenance
- Accountable for system configuration maintenance and functional setup
- Responsible for maintaining security for end-users, and understanding the implications of security as related to development
- Ensures that required interfaces with other internal systems (including Finance and Human Resources) are developed and maintained.
- Identifies errors, trouble-shoots, and problem-solves related to processes and functionality within systems
- Provides data analysis as appropriate, directing solution design of end-user reports, technology solutions for operational problems, and production of reports and queries
- Delivers ad hoc data as requested (e.g., research requests from faculty, Office of Research, external parties)
- Shares expertise in PeopleSoft Campus Solutions and OnBase including training new staff
- Oversees records management, document capture, and associated workflow activities in OnBase

Client Relationships and Support

- Builds and maintains effective working relationships with stakeholders within GSPA and across campus, often acting as a liaison between functional and technical staff
- Monitors relevant business processes and stakeholder use of systems to identify opportunities for business process improvements
- Develops and maintains procedures and user documentation; takes a lead role in the planning and delivery of training workshops to both internal and campus wide staff
- Responsible for training staff on new business processes and monitoring accuracy of system coding and business processes of existing practices
- Provides leadership on working groups and project teams, frequently including IST, RO, HR, and Finance, as a partner in service excellence; in this context, seeks opportunities for shared services, collaboration, efficiency, and support; supports alignment of conflicting needs and priorities across business units

Specific Responsibilities

- Lead resource for the student information system (Quest) and document management system (OnBase)
- Accountable for the accuracy of reports and integrations
- Leads the preparation of operational and business procedures to support ongoing policy requirements
- Develops and modifies queries in response to policy changes
- Oversees the day to day operations of all systems processes for admissions, student records, and financial aid, including the maintenance of procedures, schedules, and communications

Required Qualifications

Education

- An undergraduate university degree required

Experience

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- Extensive experience (at least 3 years) using PeopleSoft Campus Solutions (Quest) student information system including setup, processes, and queries of underlying tables and fields, with expertise in two or more modules
- Experience using other Quest modules including campus community, admissions, records, and student financials and their underlying tables and fields.
- Experience using a document management system, preferably OnBase.
- Proven project management experience including writing business cases, project charters, collecting requirements, and the development of project plans and roadmaps.
- Experience leading teams and managing projects

Knowledge/Skills/Abilities

- In depth knowledge of the core tables and functionality of the PeopleSoft student information system (Quest)
- Knowledge of Graduate Studies policies and practices related to applications, admissions, enrolment, financial aid, and graduation.
- Knowledge of university policies related to access and release of student information, information security, and records management.
- Strong problem solving and analytical skills
- Significant degree of technical expertise is required in order to analyze and resolve problems.
- Excellent communication skills, including technical writing and presenting work to large audiences
- Excellent organizational, time management, and interpersonal skills.
- Demonstrated initiative and a continuous improvement mindset

Nature and Scope

- **Contacts:** Internal contacts include: GSPA staff; Departmental Graduate Coordinators; Faculty Graduate Administrators; Faculty Associate Deans, Graduate Studies; Graduate Officers; faculty members; students; Registrar's Office staff, Student Finance, IST, Office of Research, Human Resources.
External contacts include: Other Institutions using PeopleSoft Higher Education Users' Groups – Oracle PeopleSoft
- **Level of Responsibility:** The Manager position involves specialized work with minimal supervision and provides guidance to others. The Manager works with confidential and time sensitive information, and must insure that the data is secure, accurate and delivered within a strict deadline. The Manager delegates work as required.
- **Decision-Making Authority:** Must ensure complex decision-making issues are brought to the attention of the Associate Director. The Manager deals with exceptions and applies policies, procedures, and experience when making decisions and recommendations.
- **Physical and Sensory Demands:** **Physical and Sensory Demands:** Extensive sitting, concentrated use of visual senses, high attention to detail, dealing with distractions in a busy fast-paced office environment.
- **Working Environment:** Sitting at desk/computer work station, exposure to interactions with people who are upset/angry, sensitivity when working with diverse graduate students, including international graduate students, stresses due to high volume, firm deadlines and demands