

Job Description

Job Title:	Senior Manager, Graduate Systems
Department:	Graduate Studies and Postdoctoral Affairs (GSPA)
Reports To:	Director, GSPA
Jobs Reporting:	Graduate Systems Assistant Graduate Business System Analyst Admissions & Records System Analyst Graduate Admissions System Specialist
Salary Grade:	USG 11
Effective Date:	August 2022

Primary Purpose

The Graduate Studies and Postdoctoral Affairs (GSPA) office is involved in the full student enrolment funnel, including marketing and communications, graduate recruitment and admissions, enrolment, student awards and financial aid, development and application of academic policies, student experience and convocation.

This position directs the GSPA Systems team (including Business Systems Analysts that are assigned for systems project work). The role has a broad scope of responsibilities, supporting the various teams and their work through the development and maintenance of supporting systems. This role works collaboratively with the Systems teams within the Registrar's Office to support the Student Information System (SIS) and continue to evolve these capabilities to support the business needs of units across campus. This position provides leadership and proactively explores student systems and related business systems through project execution driving continuous improvement.

In fulfilling their role, the Senior Manager, Graduate Systems, regularly collaborates with the various units within GSPA, the RO, the Faculties, Information Systems and Technology (IST), and others.

As a member of the GSPA leadership team, the Senior Manager contributes to the planning and operations of the GSPA more generally.

Key Accountabilities

Supporting Continuous Improvement within Systems

- 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 leadership for coordinating system upgrades, enhancements, and fixes—research, identification of test scenarios, and quality assurance—and assuring that stakeholder needs are met
- Either independently or in collaboration with the Director and Associate Director SIS Project Owner (within the RO), deploy and direct the systems project staff in GSPA to ensure timely delivery of Student Information Systems critical activities and projects aligning to strategic projects within GSPA or with broader impact across the GSPA and RO
- Bring the perspective of graduate students, and student data structure to any SIS sponsored projects
- 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
- Promote collaboration, team spirit, cohesiveness, motivation, and commitment to customer focused service and continuous quality improvement

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; leads 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

Management and Strategic Direction of Team

- The Senior Manager, Graduate Systems is a consensus builder, working collaboratively with Director and Associate Directors and Senior Manager, Records Operations ensuring seamless support and shared understanding of priorities
- Directs and coordinates a wide range of activities related to business analysis and major processes; understands and respects internal deadlines, business processes, and operating needs of other business units within the GSPA
- Accountable for accuracy, timeliness, and continuous improvement of process work of the team; ensures alignment of work with committed objectives
- Ensures procedures are in place and up to date to ensure training and accuracy of development work
- Responsible for all aspects of performance management for the Business Systems Analyst team, including coaching, skills development, cross-training, and performance evaluation

Project Management

- Serve as the voice of the client, working with all stakeholders to analyze the system needs and align a product roadmap to strategic goals
- Draft key objectives to be used for determining priorities. Advocate for projects within GSPA with the RO Product Owner team, and where needed achieving SIS Steering endorsement
- Continuously develop and refine project and task backlog items that guide the project teams in implementation in collaboration with business owners and project teams

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- Solve product related problems, make decisions, complete analysis to stay on track towards commitments. This requires a full understanding of various systems utilized within GSPA, including the SIS (PeopleSoft) and admissions system (Slate)
- Possess a full understanding of the end-to-end user experiences including integrations and dependencies
- Be accountable for the created product(s), delivering continuous improvement within all projects, communicating all resulting product changes
- Assess value, develop cases and prioritize execution of work to ensure work focuses on those with value that is aligned with the overall strategy
- Lead Business Systems Analysts to develop appropriately detailed specifications for the features so they are clearly understood for boarder team(s) needed to assist in the development and execution of new applications, or enhancements of current systems.

Oversight of Systems, Current and Under Development

- Understand and be able to communicate the business GSPA, in the context of building strategic partnerships to support and enhance GSPA systems work within the RO, IST, Finance, IAP, and other campus stakeholders
- Advocate for and support the principles outlined in Policy 46 – Information Management
- Accountable for system configuration maintenance and functional setup
- Responsible for configuring and running complex processes that frequently require manual adjustments, including the setup, maintenance, and optimization of large processes (e.g., term activation)
- Responsible for understanding the implications of security as related to developments and maintains best practices and procedures related to security and granting access to systems across the university user groups
- Identifies errors, trouble-shoots, and problem-solves related to processes and functionality within the supported systems
- Systems team supports the work of the Admissions team, providing technical support and enhancements, in addition to user experience engagement and troubleshooting
- Works collaboratively with the Data Analyst to ensure the context and integrity of all data provided and reported on
- Develop and maintain standards for business process/procedure documentation

Other

- May be called on to support records activities; either directly or by prioritizing staff time and resources as needed
- Performs other duties 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

- University degree in Management Sciences, Business Administration, Mathematics, or related discipline. A combination of education and experience may be considered
- Formal training in project management (Agile preferred) and/or business analysis an asset.

Experience

- 6 years of progressively responsible experience, including staff performance management and development, business systems analysis experience, demonstrated experience with an enterprise student information system and technology projects
- 3 years student information system experience including configuration and setup of processes, quality assurance and testing of new functionality
- 3 years of progressive experience prioritizing and leading continuous improvement initiatives, preferably in a post-secondary environment using Lean or similar methodology
- Extensive experience in working with queries and relational database tools and relational data (preferably in a student information system)
- Significant experience in interpreting requirements, fit/gap analysis, data modeling, and documentation.

Knowledge/Skills/Abilities

- Strong, demonstrable organizational and problem-solving skills combined with analytical and planning abilities
- People-management skills that demonstrate flexibility and adaptability, and experience managing diverse teams
- Must demonstrate curiosity, creativity, and critical thinking
- Ability to effectively communicate between business and technical users
- Strong communication and presentation skills
- Advanced knowledge of an enterprise student information system (PeopleSoft, would be an asset)
- Working knowledge of a document management system. Experience or knowledge of Slate would be an asset.
- Excellent data analysis skills and ability to work with very large data sets
- Proven ability to adapt and work effectively within a variety of situations including changes in job demands, changing or competing priorities, or multiple stakeholder groups
- Demonstrated ability to maintain strong working relationships, to engage and influence senior stakeholders
- Proven success in supervising and leading a team, preferably in a systems environment
- Strong understanding of university policy and operations
- Strong understanding of relevant legislative and compliance requirements (e.g., FIPPA, AODA)
- 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:** In fulfilling their role, the Senior Manager, Graduate Systems regularly collaborates with and may provide support and/or advice on graduate student data for the various units within GSPA, including GSPA functional leads, the Faculties, Registrar's Office (RO), Finance, Institutional Analysis and Planning (IAP), Office of Research, Human Resources, Information Systems and Technology (IST), and others.
- **Level of Responsibility:** The Senior Manager, Graduate Systems directs the work and provides day to day management of a team of Business Systems Analysts; the role involves specialized work with minimal supervision. The role is required to lead defined projects and processes, ensure continuous improvement, and provide resources as needed to other units within GSPA. The Senior Manager, Graduate Systems ensures that systems processes are effective and efficient and that all committed projects are executed on time and within scope. The Senior Manager, Graduate Systems works with confidential and time sensitive information, and must ensure that the data is secure, accurate and delivered within a strict deadline. The Senior Manager, Graduate Systems will independently and

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collaboratively assess complex issues and implement functionality and business processes improvements.

- **Decision-Making Authority:** The Senior Manager, Graduate Systems will make decisions about the most effective methods for managing and deploying staff and resources, personal interactions and collaboration, work flow, consultation, and other key accountabilities; makes decisions about complex issues; brings matters to the attention of the Director, or other senior leaders, as appropriate; determines the optimal course of action to solve problems and to exert a positive influence on other stakeholders and on key audiences. The Senior Manager, Graduate Systems is a problem solver who builds consensus in setting team priorities.
- **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:** Minimal exposure to disagreeable conditions typical of a leadership position, exposed to stress and pressure associate with senior level responsibilities.