

Job Description

Job Title:	Information Systems Analyst
Department:	Centre for Extended Learning
Reports To:	Support Team Manager
Jobs Reporting:	N/A
Salary Grade:	USG 9
Effective Date:	November 2019

Primary Purpose

The Information Systems Analyst (ISA) acts as the liaison between faculties, departments, Registrar's Office, external partners and the Centre for Extended Learning (CEL) to ensure data accuracy and integrity in business-critical systems (e.g., Student Information System (SIS), course and exams scheduling systems). The incumbent is responsible for providing proactive, timely and accurate data, models, and internal and external reports on a wide range of University activities and issues pertinent to institutional operation and strategic goals. Further, the ISA will be responsible for supporting management decisions through data analysis, visualization and business intelligence. Additionally, the ISA will supplement the systems development team by conducting software quality assurance (SQA) on CEL information systems.

Key Accountabilities

Data accuracy and integrity – business-critical systems

- Liaise with key stakeholders to ensure that data and processes in the central student information system (SIS) and CEL systems accurately represent UW's fully online credit course offerings.
- Translate statistical results of data analysis into reports and presentation for use by key stakeholders and decision makers.
- Develop and maintain a variety of datasets.
- Maintain a broad and up-to-date awareness of the activities performed within CEL in order to identify and address confirmed or potential data and process issues.
- Authoring, communicating and providing training on CEL Information Systems policies and practices to staff across campus, including department timetable and scheduling representative, department chairs and members of the SIS team.
- Regularly consult with the CEL team members to help them understand policies, practices and System behavior.
- Represent the interests of the CEL team when System behavior needs to be changed.
- Author, revise and maintain systems documentation such as business rules, procedures, schedule information and administrative course notes.
- Liaise regularly with department representatives to ensure records are kept accurate, and that the intersection of CEL and department needs are being met.
- Ensure CEL staff are appropriately trained and up to date on SIS developments, policies and procedures.
- Maintain expertise in UW policies, Canadian and International legislation, and ensure that the privacy and integrity of CEL and UW data are protected at all times in compliance with these..
- Represent CEL in the SIS Cross-Function team and actively participant in cross-functional team projects

Supporting management decisions – data analysis, visualization and business intelligence

- Liaise with Institutional Analysis and Planning, to exchange data and support institutional reporting on online activity, and provision of data to the Ministry of Training, Colleges and Universities and other government agencies and consortia, including reporting of Strategic Mandate Agreement (SMA) compliance, online activity to eCampusOntario and ONCAT.
- Development of timely, accurate reports and analytics in support of CEL and University academic, fiscal and strategic planning and progress of online activity (e.g., enrolment, offers, credit course evaluations, student surveys, etc.).
- Creating and executing customized queries/procedures in critical business systems to generate management information and liaise with stakeholders to validate reports and data.
- Presenting data analytics in an efficient and easily understandable way to a wide variety of audiences and users, using various reporting formats and web technologies.
- Monitor official university channels, such as Senate records for information related to CEL's interests.
- Development of reliable forecasting and other models to inform and support planning, evaluation and budgeting processes.
- Leadership or co-leadership on specific data analytics projects, as required.
- Development and maintenance of web-based reports and fact sheets to enable continuous use of the student, faculty, and topic-based data produced by the RO.
- Respond to various questions and inquiries from stakeholders to support decision making processes.

Software quality assurance (SQA) – CEL information systems

- Develop strong relationships with business stakeholders and technical services teams.
- Supplement systems development activities as a functional project member. These activities may vary in scale from minor adjustments to existing technology to major investigations or implementations that affect a large number of stakeholders.
- Liaise among stakeholders to elicit, analyze, communicate and validate requirements for changes to business processes, policies and information technology systems.
- Provide guidance to the various stakeholders to devise effective and efficient approaches to achieve project objectives.
- Provide consultative and analytical support including facilitating requirements gathering sessions, risk assessments and testing.
- Provide expertise in business analysis and requirements gathering, project management, process design and improvement, data analysis, performance metrics, technical documentation and SQA as required.
- Produce detailed test cases for testing of CEL information systems in consultation with the business analyst, use cases and requirement specifications.
- Support the systems development team by conducting SQA on CEL systems based on set test cases, use cases and requirement specifications.
- Generate and document test results according to CEL policies and industry practices.
- Test upgrades, fixes and patches for the central SIS.
- Act as a change agent. Train business teams on system changes, process improvements, and change management activities and project management tools.
- Ensure that process and information technology solutions delivered/supported are aligned with the needs of the various business units.
- Represent the interests of stakeholders during business systems maintenance and development activities.

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**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

<p>Education</p> <ul style="list-style-type: none"> • An undergraduate degree in computer science, data science, information systems, software engineering or related discipline.
<p>Experience</p> <ul style="list-style-type: none"> • 5 years of experience with a proven track record of achievement and success in information systems management. • Experience in analyzing large and complicated datasets using industry standard tools (e.g. Power BI, Tableau, Excel) to generate business information for management decisions. • Proven experience in developing test cases, based on use cases and requirement specifications, and conducting/documenting SQA using industry standard applications. • Be conversant with new and emerging educational technologies including learning/content management systems, SIS, online collaboration software, various hardware formats and multimedia technologies in general.
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none"> • Firm grasp of industry standard software development methodologies, techniques and Systems Development Lifecycle (SDLC). • Demonstrated experience in software quality assurance processes, techniques, tools and standards. • Hands-on skills in writing complex SQL database queries. • Knowledge of data analysis, visualization and reporting tools (advanced MS Excel, Power BI, and Tableau). • Familiarity with e-learning course delivery using LMS/CMS. • Must be a team player with superior work ethic, initiative, and the ability to work independently with minimum supervision. • Excellent verbal and written communication skills, organization skills and time management. Good 'people skills' for building relationships with colleagues at all levels. Familiarity with SharePoint is an asset.

Nature and Scope

- **Contacts:** CEL's course development teams, systems team, Registrar's Office, Institutional Analysis and Planning, ITMS, SIS team, faculties, departments, external government/non-government organizations.
- **Level of Responsibility:** Steward of institutional private and confidential data; must be able to interpret and apply privacy legislation and policies, exercise discretion, and judgment; determine which data is relevant and applicable to various queries and requests; determining inclusions and exclusions of data; must be able to work effectively with others in a team environment.
- **Decision-Making Authority:** Responsible for prioritizing tasks and reporting
- **Physical and Sensory Demands:** Must be able to focus on data and screens for extended period, while maintaining near perfect accuracy and attention to detail. Much of the time is spent sitting in a comfortable position with frequent opportunity to move about. Located in a comfortable indoor area. There is a frequent need to give close attention to various stimuli such as written material and information given verbally to co-workers.

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- **Working Environment:** The work is varied. There are deadline pressures, while at the same time there is a demand for thoroughness and accuracy. As we work in a production environment that thousands of users depend on hourly, occasional “crisis” events which require immediate attention and action are not unheard of.