

Job Description

Job Title:	Associate Director – SIS Product Owner
Department:	Office of the Registrar
Reports To:	Director – Systems, Technology & Analytics
Jobs Reporting:	None
Salary Grade:	USG 14
Effective Date:	February 2021

Primary Purpose

The Registrar's Office (RO) is involved in the full student enrolment funnel, including marketing and communications, undergraduate recruitment and admissions, scheduling, enrolment, examinations, student awards and financial aid, development and application of academic policies, and convocation. This position is accountable to and provides support for the Director in all aspects of their role and helps direct the RO Systems project team (including Business Systems Analysts that are assigned for systems project work). The role has a particular responsibility as the Product Owner for the Student Information System (SIS) prioritizing the work to achieve maximum business value and streamlining the execution of priorities. Of significant importance over the coming months and years, the Associate Director is accountable to the Director for building the RO Systems team that will shepherd the next generation of student information system to implementation and beyond. This position provides leadership and proactively explores student systems and project execution driving continuous improvement and performs the role of Director in their absence.

In fulfilling their role, the Associate Director regularly collaborates with the various units within the RO, the Faculties, Graduate Studies and Postdoctoral Affairs (GSPA), Centre for Extended Learning (CEL), Finance, Institutional Analysis and Planning (IAP), Information Systems and Technology (IST), and others.

Key Accountabilities

Build the RO SIS team that will guide and support the selection and implementation of the next generation of Student Information System (replacing Quest in approximately 2027).

- Working with the Director, IST, and other stakeholders, support the development of a project plan to replace Waterloo's SIS by the end of this decade
- Develop a staffing plan to support the project for the RO, develop job descriptions, recruit and train new personnel as appropriate
- Work with the Director, IST, and other stakeholders through all stages of the project plan, ensuring the RO is set up for success post-implementation to support Waterloo's students, faculty, and staff
- Post-implementation, continue to guide the team through continuous improvement and evolution of the SIS

Oversee the effective utilization, deployment and development of functional and technical teams to support continuous improvement and innovation through RO student technology projects and initiatives

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- In collaboration with the Manager Business Systems and the Solution Architects, deploy and direct the systems project staff to ensure timely delivery of Student Information Systems critical activities and projects aligning to strategic goals
- Mentor, coach, and develop team members to assure growth and development of those individuals specifically in the areas of agile project management, Lean, new technology opportunities, and other new trends
- Lead project staff (including those from areas outside of the RO) to succeed in a more agile approach to systems work
- Promote collaboration, team spirit, cohesiveness, motivation, and commitment to customer focused service and continuous quality improvement

Lead the Student Information Systems (SIS) projects as Product Owner by setting, prioritizing and accepting work that is supporting the business and adding value to support the success of our students, faculty and staff

- Serve as the voice of the client, working with all stakeholders to analyze the system needs and align a product roadmap to strategic goals
- Collaborate with stakeholders during visioning to help develop the Student Information Systems product roadmap with ongoing input from Steering Committee, ensuring execution against the roadmap
- Draft key objectives to be used for determining priorities with 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
- Solve product related problems, make decisions, complete analysis to stay on track towards commitments
- 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
- Act as an ambassador for the product internally and externally and as the primary contact for queries related to the system
- Lead Business Systems Analysts to develop appropriately detailed specifications for the features so they are clearly understood for the agile team

Complete regular and ad hoc analysis and reporting to aid decision-making around how to progress within the agile team and how to progress overall within the Student Information System

- Report to key stakeholders on progress; including work completed, burndown updates, earned value and trends against the roadmap or milestones
- Ongoing research and analysis of peers and competitors in the market, the users of the system, and the roadmap for the product (and other similar products)
- Apply data analysis to recommend changes to program structure and staff practices in the spirit of continuous improvement

Advise, consult, and provide leadership support to the Director and University stakeholders

- Understand and be able to communicate the business of the Registrar, in the context of building strategic partnerships within the RO, IST, Finance, IAP, and other campus stakeholders
- Collaborate with IST in data and security audits as well as standards reviews conducted by IST
- Remain current on related industry tools and related best practices including data visualization techniques, AI, big data, predictive analytics, and information security
- Advocate for and support the principles outlined in Policy 46 – Information Management
- Provide leadership on behalf of the Director, participate on committees on Director's behalf

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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"> • 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
<p>Experience</p> <ul style="list-style-type: none"> • 5+ years' practical experience in project management, leadership in an Agile environment and business analysis • 2+ years of experience in leading cross functional continuous improvement initiatives or projects, with demonstrable positive outcomes • 5+ years of experience developing and managing a team of systems professionals • Experience with enterprise resource systems, agile methodologies and product management • Competencies will include stakeholder management, information system products, tools, development frameworks as well as interpersonal, organizational and communication skills • Experience in post-secondary education environment is an asset
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none"> • Ability to translate strategy into well thought out roadmaps and tactical execution plans ensuring the best use of the resources and management of the deliverables • Strong, demonstrable, organizational and problem-solving skills combined with analytical and planning abilities • Strong, successful people-management skills that demonstrate <u>flexibility and adaptability</u>, and experience managing diverse teams • Expert in agile methodologies and in leading a large group through the change management of becoming more agile • Must demonstrate curiosity, creativity, and critical thinking • Ability to effectively communicate between business and technical users • Strong communication and presentation skills • Knowledgeable in product road mapping with a strategic perspective • Familiar with various project management tools such as Jira, Confluence as well as staying up to date on techniques and best practices • Advanced skills in Excel, Word, PowerPoint, Visio • Familiar with the principles of the Secure Software Development Lifecycle

Nature and Scope

- **Contacts:** In fulfilling their role, the Associate Director regularly collaborates with and provides support for the various units within the RO, including RO unit leaders, the Faculties, Graduate Studies and Postdoctoral Affairs (GSPA), Centre for Extended Learning (CEL), Finance, Institutional Analysis and Planning (IAP), Information Systems and Technology (IST), and others.
- **Level of Responsibility:** The Associate Director manages university-wide system processes and projects where they set, prioritize and accept work generated by the overall large cross functional team. Ensures the efficient and effective operation of these processes and projects to maintain and continuously improve the enterprise solution for the students.

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- **Decision-Making Authority:** Continually makes decisions about the most effective methods of organization of staff and resources, personal interactions and collaboration, workflow, consultation, and other key accountabilities; determines the optimal course of action to solve problems and to exert a positive influence on all other stakeholders. Performs as Director in the Director's absence.
- **Physical and Sensory Demands:** Minimal demands typical of a leadership position operating within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a leadership position exposed to stress and pressure associated with senior level responsibilities.