

## Job Description



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<b>Job Title:</b>	Graduate Admissions and Records Systems Analyst
<b>Department:</b>	Graduate Studies and Postdoctoral Affairs
<b>Reports To:</b>	Associate Director, Graduate Systems
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 7
<b>Effective Date:</b>	September 2011

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### **Primary Purpose**

The Graduate Admissions and Records Systems Analyst reports to the Associate Director, Graduate Systems and is responsible for the day-to-day maintenance of PeopleSoft (Quest) foundation tables for graduate admissions and records including calendars and term sessions, milestones, and supervisor data. This position is the key contact for graduate student Quest support.

### **Key Accountabilities**

#### **Records Processing/Management**

- Interprets new records requirements and determines modifications for data collection.
- Establishes records parameters for new programs including milestones and courses.
- Oversees the scanning, importing, indexing, and other processes for the Document Management System (OnBase) for admission and records according to university records management policies and quality assurance guidelines.
- QA review processes of records documents.
- Specifies upgrade requirements and leads functional testing for Quest Graduate Studies records development, including self-service and customized components.
- Updates graduate data requirements and is responsible for the day-to-day maintenance of PeopleSoft (Quest) foundation tables for graduate studies records and enrolment. Tables include: courses, degrees, milestones, supervisor data, and term sessions.
- Manages records processes, including matriculation and term activation, permission numbers, course catalogue updates, and data fixes, and OnBase autofill files.
- Performs routine and non-routine error management at all stages in records processing. This involves problem identification, issue and data analysis, determination of appropriate action and error correction.
- Writes and/or updates procedure and process documentation as required (due to changes from fixes and upgrades for Quest and OnBase)

#### **Administration**

- Agenda review for Senate Graduate Research Council relating to the course catalogue and program modifications.
- Responds to inquiries from students and applicants regarding self-service on Quest.
- Maintains the master schedule of tasks and processes to be completed, and ensures the schedule is coordinated with admissions, records, student awards, and student financials activities.
- Manages the course catalogue for graduate courses approved by Senate Graduate and Research Council, the generation and distribution of permission numbers for restricted classes, and other related complex activities such as creation of enrolment requisites.
- Sends bulk communications to graduate students and applicants using GroupMail.
- Responsible for maintaining confidentiality and security of student records.

## Job Description



### Other

- Provides back-up to the Associate Director, Graduate Systems for set-up and maintenance of high-level tables and management of processes in Quest and OnBase and scheduling and monitoring processes, running queries, and analyzing systems problems reported in tracking systems.
- Provides back-up for the Graduate Studies Application Administrator/Systems Analyst for OUAC loads and applicant communications.
- Participates on the Student Information System Project team.
- Part of the Admissions and Records team and participates in the testing for new software, development, and upgrades; updating of procedures; participation in implementation activities including training of staff in the GSPA and across the university; planning the schedule of graduate admission and records activities to meet targeted deliverables including the matriculation of new students and term activation.

*\*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

- An undergraduate university degree or equivalent education and/or experience

#### Experience

- Experience (at least two years) using PeopleSoft Campus Solutions (Quest) student information system preferably including setup, processes, and queries of underlying tables and fields, with expertise in at least one module
- Experience using other Quest modules such as campus community, admissions, records, financial aid, and student financials
- Experience using a document management system, preferably OnBase
- Project management experience preferred
- Successful experience meeting multiple and concurrent deadlines
- Proven experience with regard to accuracy and attention to detail

#### Knowledge/Skills/Abilities

- knowledge of the functionality of the PeopleSoft student information system (Quest)
- Knowledge of Graduate Studies policies and practices related to applications, admissions, enrolment, financial aid, and graduation
- Strong problem solving and analytical skills
- Proven student/client service and interpersonal skills. Professional demeanor in interacting with a vast cultural diversity of students on confidential and sensitive matters
- Ability to work both independently and in a collaborative, team-based environment
- Excellent communication skills, including technical writing
- Excellent organizational and time management skills
- Fluency with Microsoft Office
- Demonstrated ability to learn quickly

### Nature and Scope

- **Contacts:** Include the Associate Director, Graduate Systems; Information, Systems and Technology: Developers and Technical Leads; Graduate Application Administrator and Systems Analyst; Graduate

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Document Specialist; Academic Departments and Faculties, UW affiliated Colleges and Universities; External/Internal Systems Analysts –Registrar’s Office; Ontario Universities’ Application Center Staff; Applicants; Students

- **Level of Responsibility:** A high level of organization and management of the graduate student academic and enrolment records are required to manage the various academic progression, enrolment and other reporting, and document retention activities throughout the University. Accurate enrolment reporting ultimately impacts on our ability to achieve our enrolment goals and University income. Leadership and collaboration on special projects and in day-to-day activities with academic administrators, staff in the GSPA, Information Systems and Technology, and other administrative units are also key to the successful implementation of university-wide systems
- **Decision-Making Authority:** Graduate Studies and Postdoctoral Affairs provides academic service support for a number of functions including the administration of program appraisal and approval processes, graduate student recruitment, publications, on-line applicant, student and staff and services, applications for admission, admissions, course enrolment, graduate student financial assistance programs, award and scholarship programs, development and application of academic policies, academic records, theses, graduation, internal and external reporting, workshops and the Annual Graduate Student Research Conference. The GSPA services are utilized by graduate students, alumni, postdoctoral fellows, faculty members, uWaterloo administrators, application academic and professional referees, external agencies, and prospective graduate students including uWaterloo undergraduate students. The Graduate Admissions and Records Systems Analyst will undertake special projects for the Director, Graduate Academic Services or Associate Director, Graduate Systems.
- **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; conditions typical of a position exposed to deadline pressures and accountability.