

Job Description



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| Job Title: | Associate Director, Records and Systems |
| Department: | Graduate Studies and Postdoctoral Affairs (GSPA) |
| Reports To: | Director, Graduate Studies and Postdoctoral Affairs |
| Jobs Reporting: | Manager, Systems; Business Systems Analyst (2); Manager, Graduate Records; Systems Assistant |
| Salary Grade: | USG 13 |
| Effective Date: | April 2020 |

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.

The Associate Director provides leadership, vision, and oversight for the student records and systems teams in GSPA.

This position directs the systems-based processes for the entire student lifecycle and drives continuous improvement through systems development projects including self-service required for GSPA to fulfill its mandate. It also oversees student records activities from enrolment to graduation.

The Associate Director 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 Associate Director, Systems and collaborates with other senior student records and systems staff in the Registrar's Office as well as enterprise systems staff in Information Systems and Technology (IST).

Key Accountabilities

Leadership in Business Analysis and Development

- Produces detailed functional documents to support the complex functional design related to systems for admissions, student records, and financial aid activities including workflow, document management and reporting
- Contributes to the campus prioritization of tasks with cross-functional advisory groups
- Researches functional tools to leverage technology capabilities for stakeholders
- Is responsible for overseeing all business processes in student records and systems to ensure they meet University requirements while optimizing automation and using the appropriate amount of staff resources
- Ensures that records management procedures comply with University regulations and policies related to information security and privacy of applicant and student data
- Coordinates and presents information to the University and graduate community in advance of major project activities or implementations

Operations and Systems

- Oversees the day-to-day maintenance of tables and data, graduate application processes; scheduled processes, document import process, document retention, document purging, and workflow in OnBase, and management of the request tracker
- Authorizes security including roles in Quest and user groups in OnBase
- Oversees scheduled processes in Quest to support admissions, including the document import process, maintenance of autofill keyword sets, monitoring verification reports, and the flow of decisions and documents
- Ensures that required interfaces with other systems, internal and external organizations are developed and maintained
- Oversees student records business and system processes including enrolment, graduation, and theses submission
- Ensures that required interfaces with other systems, internal and external organizations are developed and maintained.
- Is the graduate studies security administrator and authorizes role assignment for Quest and OnBase users

Client Relationships and Support

- Has the primary responsibility for overseeing the production and maintenance of training documentation for staff and faculty users, and presents information to the university and graduate community
- Leads working groups and facilitates discussion on systems development requirements for functional users
- Mentors and trains student records and systems staff within GSPA and across campus
- Identifies members of project teams including subject matter experts and end user testers
- Consults and advises on the impact of changing business processes on systems
- Oversees all communications to stakeholders, including applicants, referees, and current students

**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

Experience

- Extensive experience (at least five years) using PeopleSoft Campus Solutions (Quest) student information system including setup, processes, and queries of underlying tables and fields with expertise in at least three modules
- Experience using a document management system (OnBase) including imaging, workflow, and records management
Proven project management experience including writing business cases, project charters, collecting requirements, and the development of project plans and roadmaps
- Experience leading multiple teams through continuous improvement, and mentoring staff

Knowledge/Skills/Abilities

Job Description



- Significant knowledge of graduate studies business processes at all administrative levels across the University
- Significant degree of technical expertise including an in-depth knowledge of the core table and functionality of Quest
- Knowledge of documental retrieval, workflow, security and user configuration, and processes in the OnBase document management system
- Knowledge and understanding of University document and retention policies, as well as data security and privacy
- Ability to work and converse in both technical and non-technical terms
- Proven supervisory, team management and mentoring skills
- Exceptional project management, organizational, creative and problem-solving abilities
- Excellent communication skills, including delivering presentations to large audiences
- Flexibility and ability to work effectively with graduate studies staff as well as departmental staff and faculty on complex issues and procedures

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; University Records Manager; senior management and staff in the Registrar's Office, Finance, IST, Human Resources External contacts include: Other Institutions using PeopleSoft or OnBase, including higher education users' groups (HEUG); Oracle (PeopleSoft) and Hyland Software (OnBase), Ontario Universities' Application Centre (OUAC)
- **Level of Responsibility:** Senior leader in GSPA involving planning and delegation of work to staff; strong leadership and expertise across campus on SIS technologies; accountable for positive relationships with stakeholders and mentorship within teams; responsible for both GSPA student records and systems teams; accountable for developing solutions for stakeholders
- **Decision-Making Authority:** Makes decisions related business and systems solutions, including business process changes within student records and systems structural changes
- **Physical and Sensory Demands:** Extensive sitting, concentrated use of visual senses, dealing with distractions in a busy fast-paced office environment, high attention to detail
- **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