

## Job Description

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<b>Job Title:</b>	Records Systems Solutions Architect
<b>Department:</b>	Office of the Registrar
<b>Reports To:</b>	Director, Systems, Technology & Analytics
<b>Jobs Reporting:</b>	N/A
<b>Salary Grade:</b>	USG 12
<b>Effective Date:</b>	August 2018

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### **Primary Purpose**

The Records Systems Solutions Architect is a specialist role in systems solutions design related to local and enterprise systems (SIS) supporting the records functions for the campus. The incumbent must have an in-depth knowledge of records processes and systems in order to provide leadership in the evolution of those processes and systems, and apply this knowledge, in collaboration with technical solutions architects in IST and functional leads, to design technology solutions to meet diverse stakeholder needs (applicants, Faculties, and staff).

The Records Solutions Architect provides functional leadership for solution designs and implementation that continuously improve the stakeholder experience and improve efficiency of operations. The Records Solutions Architect provides expert guidance for records data analysis, reporting, and systems process development. This individual is a strategic thinker with a blend of functional knowledge, technical expertise, relationship management, and business analysis skills. This person evaluates business requirements and collaboratively designs systems solutions to improve records processes.

### **Key Accountabilities**

#### **Records Systems Leadership and Expertise**

- Provide collaborative leadership in leveraging Campus Solutions and other RO-managed technologies in order to optimize the student experience, as well as that of faculty and staff; contribute to strategic vision for the SIS
- Contribute to the continuous review of emerging SIS functionality to ensure the University is leveraging the maximum possible value and providing stakeholders with quick and easy access to relevant processes and information in the most effective and efficient manner
- Provide consultation and advice on emerging issues and developments to stakeholders using the SIS
- Contribute to campus prioritization of tasks as advisory to the Director and IST and as a key member of the SIS cross-functional advisory group
- Research functional tools available and leverage technology capabilities to meet the needs of all stakeholders; proactively learn and evangelize functional tools that will aid in staff efficiency and student experience
- Recognized campus expert and advisor regarding SIS academic structure, table relationships, setup and configurations, integrations with other systems; solid understanding of systems architecture
- Mentor and train systems team members within RO and IST and other partner departments
- Provide advice regarding required and desired project resources, testing scenarios, implementation, and technical training; make recommendations to the Director about resource needs
- Build and maintain effective working relationships with stakeholders within the RO and across campus, often acting as a liaison between functional and technical requirements

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- Member of HEUG, current with delivery of new functionality and responsible for representing the University's needs to HEUG and garnering support across other Canadian institutions for needed change, as well as conveying information back to Registrar's systems team

### **Developing Solution Designs**

- Elicit, document and maintain business process documents to aid in solution design
- Develop solution design options in collaboration with IST and other stakeholder groups that address defined business requirements from various campus stakeholders; make recommendations regarding optimal approaches (may utilize Campus Solutions, or other technologies)
- Collaborate with the Director and business managers to identify potential members of sprint teams, including SMEs and end user testers
- Build and maintain a robust, replicable test environment in conjunction with IST
- Ability to think strategically and cross-system / cross-functional units (e.g., WaterlooWorks, Workday)
- Broad understanding of various campus units engaged with Campus Solutions, and relationships with RO and RO-managed data
- Consult and advise on the impact of business requirements on systems, based on thorough knowledge of key critical integration touch-points between Quest modules and with other enterprise systems
- Maintain a broad knowledge of future and current projects and developments within the systems group and client group, and understand the interdependencies of the various projects

### **Data Reporting and Data Security**

- Responsible for complex data reporting and advising regarding data requests; ensures adherence to Policy 46 (Information Management) and obtains approval of appropriate data steward(s) as needed
- Contribute to decisions as a member of the Security Admin Group which provides strategic governance of campus systems security and risk management; approve any changes to security in the student information system
- Accountable for security infrastructure design for Quest access for students, staff, advisors, faculty and alumni
- Contributes to maintenance of data dictionary, in collaboration with IST, to support campus-wide analysis and reporting

### **Records and Interfaces**

- Support integrations with other systems (internal and external), including transfer of electronic transcript data (EDI) between the University and the Ontario University Application Centre (OUAC)
- Senior advisor and support role related to complex issues in records-related processing and troubleshooting for the RO as well as other University services and/or departments (i.e., Identity Management, Library, Housing, Graduate Studies and Postdoctoral Affairs, WATCARD, Co-operative Education, Centre for Extended Learning, Institutional Analysis and Planning, Finance, etc.)
- Responsible for the supporting resolution of complex issues related to production activities such as query design, creation of enrolment appointments, enrolment tracking and enrolment requests
- Will be assigned special projects and expected to provide leadership, as well as providing training and mentorship opportunities for Analysts, ensuring continual education and growth

*\*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**

- Post-Secondary degree in Computer Science, Management Information Systems or equivalent combination of education and systems experience in a post-secondary environment
- Certified Business Analyst Professional (CBAP) certification would be an asset
- Project Management training would be an asset

#### **Experience**

- 8 – 10 years of progressively responsible related work experience, including client relationship development, system solutions design, technology project leadership, and deep experience with an enterprise student information system
- 3 – 5 years of progressive experience prioritizing and leading continuous improvement initiatives, designing and leading the development of increasingly complex systems solutions, preferably in a post-secondary environment
- Extensive experience in working with queries and relational database tools
- Significant experience in interpreting requirements, fit/gap analysis, data modeling, and documentation
- Extensive experience working with relational database tools, queries, and relational data, preferably in a multi-system student environment

#### **Knowledge/Skills/Abilities**

- Proven ability to understand complex situations, tasks or problems, often with multiple stakeholder groups, analyze them using a systematic approach and identify patterns and connections between situations that are not inherently obvious, negotiate shared priorities and agreed-upon business solutions
- Track record of understanding customer needs and designing solutions to address
- Demonstrated strong analytical skills and an accomplished problem-solver; able to take risks and make decisions in the absence of complete information
- Innovative, with strong continuous improvement and project management skills
- Proven ability to adapt and work effectively within a variety of situations including changes in job demands, changing or competing priorities, changes in software, or multiple stakeholder groups
- Demonstrated ability to maintain strong, collaborative working relationships, to engage and influence senior stakeholders, often from other departments
- Must be a steward of change, provide innovative solutions and be adept at educating and mentoring others
- Demonstrated ability to complete tasks on schedule
- Strong understanding of university policy and operations
- Strong understanding of relevant legislative and compliance requirements (e.g., FIPPA, AODA)
- Clear communicator with excellent interpersonal skills, tact, judgement, and diplomacy essential
- Advanced knowledge of an enterprise student information system (Peoplesoft, Infosilem, document management, scheduling and room booking would be an asset)
- Basic knowledge of data analytics
- Working knowledge of a document management system
- Advanced knowledge of MS Word and Excel
- Proficient with PowerPoint
- 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

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- **Contacts:** The Records Solutions Architect will work closely with technical staff in IST, the RO Director Systems, the RO leadership team, members of the RO Systems team, and others in the RO as necessary. Will regularly interact with, support, and influence SIS staff in other units across campus, and those who require SIS data to support their own systems. Success of the incumbent's work will depend upon positive and productive partnerships across campus. External relationships include the Ontario Universities' Application Center, government auditors, other institutions using PeopleSoft, PeopleSoft Inc., PeopleSoft Product Advisory Groups, Higher Education User's Group Listserves, Ministry of Training, Colleges, and Universities (MTCU)
- **Level of Responsibility:** Responsible and accountable for developing solution designs that contribute to continuous improvement of the SIS and enhanced experiences for students, staff, and/or faculty. Must provide strong leadership and expertise across the campus on SIS technologies. Must be accountable for the positive relationships with stakeholders and is expected to provide effective mentorship within the systems group.
- **Decision-Making Authority:** In consultation with the Director and IST, responsible and accountable for the SIS delivery and evolution. Will make decisions that have a significant impact on and consequences for the student systems structure, configuration, and development. Builds consensus on optimal solutions, priorities, and resources required.
- **Physical and Sensory Demands:** Requires high attention to detail and must be able to handle distractions, changing priorities and interruptions while meeting multiple required deadlines.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a position exposed to stress and pressure associated with tight timelines and result oriented position; intermittent work outside the normal operating hours of the institution and occasional travel.