

Job Description

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| Job Title: | Manager, Business Systems |
| Department: | Office of the Registrar |
| Reports To: | Director, Systems |
| Jobs Reporting: | Business Systems Analysts |
| Salary Grade: | USG 12 |
| Effective Date: | October 2022 |

Primary Purpose

The Manager, Business Systems (Manager) is accountable for planning, directing, and supporting the various initiatives and activities related to business systems analysis and major business processes, in collaboration with the RO leadership team. The Manager is accountable to the Director Systems for providing recommendations related to priorities and continuous improvement of processes and systems supports. The Manager works closely with the Supervisor Systems Operations, to ensure that there is continuous and collaborative support between the analyst and operations teams. This position will also work closely with the Business Systems Solution Architects who will advise the Manager on the impacts of business requirements on processes and systems and work collaboratively on solution design.

Key Accountabilities

Management and strategic direction of team, Continuous Improvement and Systems Projects

- The incumbent is a consensus builder, working collaboratively with Director Systems, Associate Director SIS Product Owner, Business Systems Solution Architects, Supervisor Systems Operations, and the RO leadership team ensuring seamless support and shared understanding of priorities
- Directs and coordinates a wide range of activities related to business analysis and major processes; understands and respects internal deadlines, business processes, and operating needs of other business units within the RO (Admissions, Records, Student Awards and Financial Aid, Student Service Centre, Marketing and Undergrad Recruitment) and outside of the RO cross functionally
- Accountable for accuracy, timeliness, and continuous improvement of process work of the team; ensures alignment of work with committed objectives
- Ensures procedures are in place and up to date to ensure training and accuracy of development work.
- Responsible for all aspects of performance management for the Business Systems Analyst team, including coaching, skills development, cross-training, and performance evaluation

Client Relationships and Support

- Builds and maintains effective working relationships with stakeholders within the RO and across campus, often acting as a liaison between functional and technical requirements
- Understands the complex needs of the variety of clients, proactively predicting and problem solving to ensure that changing processes introduced by legislative, policy, or systems changes are addressed in a timely and effective manner
- Accountable for procedure and user documentation; planning and delivery of training workshops to both internal and campus wide staff
- Responsible for training staff on new business processes and monitoring accuracy of system coding and business processes of existing practices

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- Participates in various working groups and project teams, frequently including IST, GSPA, CEL, and Finance, as a partner in service excellence; in this context, seeks opportunities for shared services, collaboration, efficiency, and support; supports alignment of conflicting needs and priorities across business units

Expertise and Leadership in Complex Processes

- Resource and source of expertise and technical support on SIS functionality within assigned portfolios, which includes Records, Admissions, and Student Awards & Financial Aid; liaises with other departments and users across campus such as Faculties, Graduate Studies and Postdoctoral Affairs, Centre for Extended Learning, IAP, Finance, Cooperative Education, Housing, and many others—as well as staff in the Registrar's Office
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- Responsible for understanding the implications of security
- Provides leadership in identifying errors, trouble-shooting, and problem-solving related to processes and functionality within the system
- Provides support for data analysis as appropriate
- Delivers ad hoc data as requested (e.g., research requests from faculty, Office of Research, external parties)
- Develop and maintain standards for business process/procedure documentation

Other

- May be called on to support exam, convocation and other Registrarial event support
- Performs other duties as assigned

**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

- Undergraduate degree required, or a suitable combination of education and systems experience in a post-secondary environment
- Completion of courses in Business Analysis or a related discipline
- Certified Business Analyst Professional (CBAP) certification would be an asset
- Project Management training would be an asset

Experience

- 6 years of progressively responsible experience, including staff performance management and development, business systems analysis experience, demonstrated experience with an enterprise student information system and technology projects
- 3 years student information system experience including configuration and setup of processes, quality assurance and testing of new functionality
- 3 years of progressive experience prioritizing and leading continuous improvement initiatives, preferably in a post-secondary environment using Lean or similar methodology
- Extensive experience in working with queries and relational database tools and relational data (preferably in a student information system)
- Significant experience in interpreting requirements, fit/gap analysis, data modeling, and documentation

Knowledge/Skills/Abilities

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- Advanced knowledge of an enterprise student information system (PeopleSoft, Infosilem, Cyon would be an asset)
- Working knowledge of a document management system
- Advanced capabilities with building queries and with database tools
- Demonstrated strong analytical skills and an accomplished problem-solver
- Excellent data analysis skills and ability to work with very large data sets
- Innovative, with strong continuous improvement and project management skills
- 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
- Proven ability to adapt and work effectively within a variety of situations including changes in job demands, changing or competing priorities, or multiple stakeholder groups
- Demonstrated ability to maintain strong working relationships, to engage and influence senior stakeholders
- Proven success in supervising and leading a team, preferably in a systems environment
- 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)
- Excellent interpersonal skills, tact, judgement, and diplomacy essential
- 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.
- Computer proficiency with MS Word, Excel, and PowerPoint

Nature and Scope

- **Contacts:** The Manager will work closely with the Director Systems, the Senior Business Systems Solution Architect, Business Systems Solution Architects, and the Supervisor Systems Operations. Will regularly connect with IST, as well as faculty and staff across campus. Will coordinate activities with Graduate Studies and Postdoctoral Affairs as appropriate. External contacts include PeopleSoft and affiliated universities, the Ministry of Training, Colleges, and Universities (MTCU), ONCAT, Higher Education User Group (HEUG/Alliance), Ontario Universities Application Centre (OUAC), and the Ontario University Registrars Association (OURA). Advanced interpersonal and communication skills are required to understand technical details and complex business requirements, solve problems, facilitate workshops/training, and negotiate with stakeholders to create solutions that meet overall campus needs.
- **Level of Responsibility:** The Manager directs the work and provides day to day management of a team of Business Systems Analysts; the role involves specialized work with minimal supervision. The role is required to lead defined projects and processes, ensure continuous improvement, and provide resources as needed to other units within the RO. The Manager ensures that systems processes are effective and efficient and that all committed projects are executed on time and within scope. The Manager works with confidential and time sensitive information, and must ensure that the data is secure, accurate and delivered within a strict deadline. The Manager will independently and collaboratively assess complex issues and implement functionality and business processes improvements.
- **Decision-Making Authority:** The Manager will make decisions about the most effective methods for managing and deploying staff and resources, personal interactions and collaboration, workflow, consultation, and other key accountabilities; makes decisions about complex issues; brings matters to the attention of the Director Systems as appropriate; determines the optimal course of action to solve

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problems and to exert a positive influence on other stakeholders and on key audiences. The Manager is a problem solver who builds consensus in setting team priorities

- **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:** Minimal exposure to disagreeable conditions, typical of a position exposed to deadline pressures and accountability