

Job Description

Job Title:	Supervisor, Systems Operations
Department:	Office of the Registrar
Reports To:	Director, Systems, Technology & Analytics
Jobs Reporting:	Systems Operations Specialists
Salary Grade:	USG 8
Effective Date:	August 2018

Primary Purpose

The Supervisor, Systems Operations, is accountable for coordinating and directing the various activities related to production support. The position is accountable to the Director of Systems and provides recommendations related to procedural and systems supports in the area of systems production. This includes identifying efficiencies and future developments. This position works closely with the Manager; Business Systems to ensure that there is continuous and collaborative support between the analyst and production units.

The Supervisor provides direction, training, monitoring career path development of the Systems Operations Specialists. The Supervisor provides training and oversight of production and processing support, specialized coding, security requests and query support. The incumbent will ensure processes and procedures are clear, accurate, concise and user-friendly; providing an expert source of knowledge of production procedures.

Key Accountabilities

Supervision and direction of team

- Directs and coordinates a wide range of activities related to production support; understands key calendar and deadline dates to ensure that production work is appropriately resourced
- Monitors the coding principles applied to maintaining accurate records and processes
- Accountable for ensuring the quality and accuracy of team's production work
- Responsible for all aspects of performance management for the Systems Operations team, including coaching, skills development, cross-training, and performance evaluation

Advanced production support and specialized coding

- Supports production work required of the team, particularly for more complex tasks
- Coordinates processing with Graduate Studies and Postdoctoral Affairs as required
- Supports queries which play an important role in Admissions and Records processes
- Provides detailed specific academic data for statistical reporting information and analysis
- Provides coding advice, performs and trains on complex coding, develops new processes as required
- Engages in assessment and acceptance testing of new systems functionality

Training, Documentation, and Continuous Improvement

- Creates and maintains procedural documentation for processes performed by the Systems Operations team
- Responsible for the delivery of training to team and campus stakeholders as appropriate
- Reviews business processes and seeks continuous improvement and enhancements to improve service to students, staff, and faculty

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- Establishes and monitors appropriate metrics for the work of the team to support continuous improvement

Other

- Participates in a wide variety of stakeholder meetings throughout campus
- May be called on to support exam, convocation and other Registrarial event support
- Performs other duties and assists with special projects 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

- Post-Secondary education and/or a suitable combination of education and work experience in post-secondary environment

Experience

- 5 years of progressively responsible experience in a production support role, including demonstrated supervisory experience, preferably in a post-secondary environment
- 3 years of experience working with student information systems, preferably PeopleSoft Campus Solutions
- Experience working in a deadline driven environment and proven experience and ability in managing multiple tasks that require attention to detail, accuracy, consistency

Knowledge/Skills/Abilities

- Strong organizational and problem-solving skills coupled with the ability to handle multiple tasks, meet deadlines, and excel in a fast-paced environment characterized by changing priorities
- Demonstrated ability to problem-solve under pressure and make effective decisions independently
- Demonstrated ability to thrive in and contribute to an integrated and collaborative team environment and to apply a positive, collaborative team approach to working with colleagues
- Ability to build consensus, foster teamwork among a variety of stakeholders, and to encourage cooperation between units
- Flexibility, diplomacy, sound judgment, and relationship management skills coupled with the ability to influence and motivate others and to manage difficult situations effectively
- Demonstrated knowledge of student administration software—preferably PeopleSoft Campus Solutions; proficient with the Microsoft Office suite, including Access database experience
- In-depth knowledge of university structure, policies and procedures related to the maintenance of undergraduate student records is essential
- Must have excellent organizational, customer service, and communication (oral and written) skills
- 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

- **Contacts:** Will regularly connect with IST, as well as faculty and staff across campus. May also have external contacts, including other universities, Higher Education User Group (HEUG/Alliance), and the Ontario Universities Application Centre.
- **Level of Responsibility:** Directs the work and provides day to day management of a team of Systems Operations Specialists. Demonstrated ability to manage multiple concurrent projects involving shifting deadlines and priorities. Excellent aptitude for detail where accuracy is critical. Proven analytical skills,

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intuitive thinking, and problem solving skills. Demonstrated project initiative and leadership to support a continuous improvement culture.

- **Decision-Making Authority:** Makes decisions on atypical scenarios and issues by weighing several factors, including policy and guidelines, some of which are partially defined and entail analytical and problem solving abilities.
- **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; typical of a position exposed to deadline pressures and accountability.