

## Job Description

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<b>Job Title:</b>	Business Systems Analyst
<b>Department:</b>	Registrar's Office
<b>Reports To:</b>	Manager, Business Systems
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 9/10
<b>Effective Date:</b>	August 2018

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### **Primary Purpose**

The Registrar's Office (RO) is involved in all aspects of academic life, including marketing for undergraduate student recruitment and admissions, enrolment, examinations, development and application of academic policies, and convocation. This position supports the systems-based processes for these activities and drives continuous improvement through systems development projects.

The Business Systems Analyst (Analyst) provides functional business analysis and project leadership in systems development related to student information systems (SIS) of the University, while supporting major, more complex business processes within their portfolio. There are several critical aspects of support including provision of accurate and timely data to support the Registrar's Office units and staff and faculty to facilitate and enhance decision-making, strategic planning, and communications. This role is forward looking and is regularly assessing the current and future technology needs of RO stakeholders in order to meet and exceed their expectations.

### **Key Accountabilities**

#### **Functional Leadership in Business Analysis and Development**

- Provides business analysis for new problems or changing processes (may be introduced by legislative or policy changes)
- Works closely with stakeholder groups (faculty, staff, students) to understand and interpret diverse requirements for new developments and/or improvements to existing processes; stakeholder needs are often conflicting requiring careful facilitation and negotiation
- Identifies and/or verifies user needs; creates user stories and test scenarios for large development projects
- Undertakes research of new tools and functionality to support registrarial activities across the campus; engaged with implementation of these tools (setup/configuration, development, testing, training)
- Functional project leadership role in systems development, working in partnership with IST and other departments on development projects
- Functional leadership for system upgrades, enhancements, and fixes—research, identification of test scenarios, and quality assurance—and assuring that stakeholder needs are met

#### **Expertise and Leadership in Complex Processes and Operations**

- Resource and source of expertise and technical support on SIS functionality within assigned portfolio; 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 configuring and running complex processes that frequently require manual adjustments, including the setup, maintenance, and optimization of large processes (e.g., Academic Progression, Academic Advisement, scheduling classes/exams, etc.)
- Accountable for system configuration maintenance and functional setup
- Responsible for understanding the implications of security as related to developments
- Identifies errors, trouble-shoots, and problem-solves related to processes and functionality within the system
- Provides data analysis as appropriate, directing solution design of end-user reports, technology solutions for operational problems, and production of reports and queries
- Delivers ad hoc data as requested (e.g., research requests from faculty, Office of Research, external parties)

### **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
- Monitors relevant business processes and stakeholder use of systems to identify opportunities for business process improvements
- Develops and maintains procedures and user documentation; takes a lead role in the 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
- 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

***The Analyst will be assigned a specific portfolio from among the following major processes and groups and will gain knowledge and expertise in other areas to support business needs and cross-functional projects and initiatives:***

### **Records**

- Directing all activities, setup, and coding related to academic progression, diploma and degree production, and student service indicators
- Leadership and expert resource for course enrollment functionality in partnership with the scheduling unit
- Directing all setup and coding related to the scheduling of classes and examinations
- Functional analysis and support for academic advisement (AA) activities and development projects, and related reporting for faculty; coordinate collection of AA requirement modifications as well as leadership of AA rule maintenance for all Faculty programs and plans
- Support and maintenance of transcript design and formatting
- Functional analysis, scheduling, maintenance, and support for data interfaces with other campus enterprise systems (e.g., WaterlooWorks, Learn, Watcard, Faculty systems, data warehouse, etc.); as well as external systems (e.g., ONCAT, eCampusOntario)
- Production control of systems security roles, defining security access protocols for students, staff, faculty, and alumni
- Support, as a backup resource, all production aspects of records keeping, academic advisement, class and exam scheduling, enrollment activity and interface data exchanges
- Production support of course catalog, academic progression, grading, electronic grade submission and milestone maintenance

### **Admissions**

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- Accountable for accuracy and integrity of admissions data interfaces with internal and external systems, including functional analysis, maintenance, and support
- Accountable for applicant data loads to and from the Ontario Universities Application Centre (OUAC)
  - convert, filter, load and post multiple OUAC loads
  - create and transmit the daily admission decision file to the OUAC; monitor accuracy of data exchange
  - develop and maintain the logic for receipt of transaction sets, data elements, and data values from the OUAC, and admission decision results
  - maintain information related to closing applications & confirmations and the secondary school grade averages for the OUAC referral service
- Support admission procedures; responsibility for unique admission coding activity (e.g., high school University Cooperative Education Program (UCEP)); monitor accuracy of admission coding activities
- Develop and maintain the logic for admission decision evaluations including Ontario Secondary School average calculations, and English Language Requirement evaluations
- Accountable for setup, maintenance, and support of admission business processes for special admit categories such as Deferred Admission, University Co-operative Education Program, retention of admission records to student records, and rescinding of offers
- Maintain communication pieces for decision letters including offer letters, refusals, admission conditions, comments, checklists
- Manage the scheduling, production, and distribution of blast email communications to applicants
- Liaise with various stakeholders related to admissions data and process accuracy (e.g., Associate Deans, Directors of Admissions, high school guidance counsellors, school board staff, OUAC staff)

### **Student Awards and Financial Aid (SAFA)**

- Accountable for the accuracy of financial aid reports and integrations
- Leads the preparation of operational and business procedures to support the ongoing policy requirements as they relate to financial aid
- Develop and modify queries in response to policy changes
- Responsible for accurate set up and disbursement of funds through financial aid authorization and disbursement processes
- Create student budgets, maintain set up tables and complex budget formulas that will ensure accurate budgets are built for all undergraduate and graduate students
- Design, test and implement a set of institutionally defined rules to create financial aid packaging for students
- Analyze and disseminate complex government reports to extract data required for the setup of OSAP data elements, table views and data transfers to the SIS
- Responsible for ensuring accurate data and set up criteria are in place within the SIS and the Ministry's (MAESD) Bursary Recording System
- Develop and maintain an effective process for monitoring student funding eligibility and changes to need assessments; make adjustments to bursaries using sound judgment
- Analyze and interpret the University's tuition structure and the MAESD Tuition Fee Framework for the creation and maintenance of cost code tables, cost sheets, and program information
- Responsible for creating and managing the content of the SAFA office web site

### **Other**

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

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*\*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**

<p><b>Education</b></p> <ul style="list-style-type: none"><li>• Undergraduate degree required, or a suitable combination of education and systems experience in a post-secondary environment</li><li>• Completion of courses in Business Analysis or a related discipline, or the Canadian Business Analyst Professional (CBAP) certification would be an asset</li></ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"><li>• 5 years of progressively responsible business systems analysis experience including demonstrated experience with an enterprise student information system and technology projects</li><li>• 2 years student information system experience including configuration and setup of processes, quality assurance and testing of new functionality</li><li>• Extensive experience in working with queries and relational database tools</li><li>• Significant experience in interpreting requirements, fit/gap analysis, data modeling, and documentation</li></ul>
<p><b>Knowledge/Skills/Abilities</b></p> <ul style="list-style-type: none"><li>• Demonstrated strong analytical and problem-solving skills are essential</li><li>• Innovative, with strong continuous improvement and project management skills</li><li>• 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</li><li>• 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</li><li>• Demonstrated ability to maintain strong working relationships, to engage and influence stakeholders</li><li>• Demonstrated ability to complete tasks on schedule</li><li>• Good understanding of university policy and operations</li><li>• Good understanding of relevant legislative and compliance requirements (e.g., FIPPA, AODA)</li><li>• Excellent written and interpersonal communication skills</li><li>• Proficient with MS Word (track changes, compare and merge files, table management, footnotes)</li><li>• Advanced knowledge of Excel (macros, pivot tables, lookups, data import)</li><li>• Proficient with PowerPoint (creation of dynamic presentations, use of charts and images)</li><li>• Proficient with an enterprise student information system (Peoplesoft, Infosilem, Cyon would be an asset)</li><li>• Proficient with building queries and with database tools</li><li>• 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.</li></ul>

### **Nature and Scope**

- **Contacts:** The Analyst will regularly connect with IST, as well as faculty and staff across campus. Depending on the portfolio, external contacts include PeopleSoft and affiliated universities, the Ministry of Advanced Education and Skills Development (MAESD), ONCAT, Higher Education User Group (HEUG/Alliance), Ontario Universities Application Centre (OUAC), and the Ontario University Registrars Association (OURA). Strong interpersonal and communication skills are required to

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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 Analyst position involves specialized work with minimal supervision and provides guidance to others. The Analyst works with confidential and time sensitive information, and must insure that the data is secure, accurate and delivered within a strict deadline. The incumbent will delegate work as required. The Analyst will independently or collaboratively assess complex issues and implement functionality and business processes improvements.
- **Decision-Making Authority:** Must ensure complex decision-making issues are brought to the attention of the Manager. The Analyst deals with exceptions and applies policies, procedures, and experience when making decisions and recommendations.
- **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.