Job Description

Job Title:	Admissions Systems Solutions Architect
Department:	Office of the Registrar
Reports To:	Director, Systems, Technology & Analytics
Jobs Reporting:	None
Salary Grade:	USG 12
Effective Date:	August 2018

Primary Purpose

The Admissions Systems Solutions Architect is a specialist role in systems solutions design related to local and enterprise systems (SIS) supporting the admissions functions for the campus. The incumbent must have an in-depth knowledge of admissions 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 Admissions Solutions Architect provides functional leadership for solution designs and implementation that continuously improve the stakeholder experience and improve efficiency of operations. The Admissions Solutions Architect provides expert guidance for admissions 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 admissions processes.

Key Accountabilities

Admissions Systems Leadership and Expertise
- Provide collaborative leadership in leveraging Campus Solutions and other RO-managed technologies in order to optimize the prospective student and applicant experience; 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 member of the SIS cross-functional advisory group
- Research functional tools available and leverage technology capabilities to meet the needs of stakeholders engaged with application and admissions processes; proactively learn and evangelize functional tools that will aid in staff efficiency and applicant experience
- Mentor and train systems team members within RO and IST and other partner departments related to application and admissions processes
- 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

- Member of HEUG, current with delivery of new functionality and responsible for representing the University's admissions-related 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 application and admissions process documents to aid in solution design
- Verify, clarify user needs, user stories, as needed for large systems projects, understanding Faculty admissions committees and staff user requirements and needs
- Develop solution design options in collaboration with IST and other stakeholder groups that address defined application and admissions process 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 the Senior Business Systems Solutions Architect and IST
- Ability to think strategically and cross-system / cross-functional units
- Broad understanding of various campus units engaged with application and admissions processes, and relationships with RO and RO-managed admissions data
- Consult and advise on the impact of business requirements on systems
- Maintain a broad knowledge of future and current projects and developments within the systems group and client group, and a deeper knowledge of content related to admissions

Admissions and Undergraduate Recruitment Specialized Support
- Senior advisor and support role related to complex issues in applicant and admissions processing and troubleshooting updates related to the transfer of electronic transcript data (EDI) between Waterloo and the Ontario University Application Centre (OUAC) for use by Ontario post-secondary institutions
- Responsible for the supporting resolution of complex issues related to production activities
- 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 security infrastructure design for Quest access for applicants, staff, advisors, and faculty engaged in admissions processes
- Contributes to maintenance of data dictionary, in collaboration with IST, to support campus-wide analysis and reporting
- Monitor and contribute to the listserves for Ontario Universities Registrar's Association (OURA), PeopleSoft Product Advisory Group, and Higher Education User Group (HEUG)
- 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 management, system solution design 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
- 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 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 Campus Solutions, document management 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

- **Contacts:** The Admissions 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 faculty and staff in other units across campus who are engaged with the admissions process. Success of the incumbent's work will depend upon positive and productive relationships 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 applicants, staff, and/or faculty. Must provide strong leadership and expertise across the campus on SIS technologies related to admissions. 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 RO systems delivery and evolution related to admissions. Will make decisions that could have a significant impact on and consequences for the student systems structure, configuration, and development as it relates to application and admissions processes. In this context, 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.