Job Description

Job Title:	Research Information Technologies Specialist
Department:	Office of Research
Reports To:	Manager, Research Information Systems
Jobs Reporting:	None
Salary Grade:	USG 10
Effective Date:	2022

Primary Purpose

As a member of the Office of Research (OR) Information Systems Team, which is responsible for providing a broad range of day-to-day computing support to ensure effective operation of the OR information systems and business processes, the Research Information Technologies Specialist is responsible for providing technical expertise to ensure effective operation of the OR information systems. This includes supporting the realization of institutional goals by configuring, implementing, maintaining, and optimizing operation of the information systems that support the administration of sponsored research funding, research ethics compliance review and certification, and the processes related to protection and commercialization of intellectual property.

Key Accountabilities

Configures, implements, and maintains OR information systems projects that support institutional and departmental strategic goals

- Collaborates with the Information Systems Team to ensure the efficient and effective development and operation of the research information systems.
- Plays a key role in ensuring that research information systems are optimally configured to maintain consistent and efficient workflow, including the provision of statistical data, and that system upgrades are implemented as required.
- Contributes to the regular Information Systems Team review of operational and functional requirements and practices in order to identify issues and opportunities pertaining to the use of research information systems, reporting on consultations within OR; with the faculty, staff, and students who conduct research; and with research sponsors.
- Proactively monitors the effectiveness of OR information systems and business practices, and researches tools and techniques for their optimization, keeping management informed of significant issues and making recommendations as appropriate.
- Assumes project management responsibilities, including oversight of resources and time, ensuring timely completion in alignment with agreed-upon objectives.
- Provides computer systems support to facilitate the accurate and efficient completion of OR projects, as required.
- Participates in ongoing cross-training within the Information Systems Team
- Supervises project contract staff and student resources as appropriate

Provides technical expertise to advance functional and technical improvements in OR information systems and business processes

- Contributes functional expertise with respect to implementing research system projects, including identification of the need for upgrades or changes and, if appropriate, their implementation.

- In consultation with the Manager, Research Information Systems, develops internal project scope, planning, resources, schedules, and risk.
- Contributes to the assessment of requests for systems development through discussion with stakeholders, obtaining clarification and ensuring accurate understanding of the requirements as well as the life-cycle.
- Provides expertise to functional subject matter experts, software providers, and other stakeholders with respect to the implementation and testing of new systems or the adoption of new system functionality or processes in order to ensure optimization of the OR systems.
- Identifies test scenarios, develops testing plans, and ensures that functional testing is conducted and documented in accordance with best practices and established standards.
- Conducts testing so that it occurs within established timelines and is documented so that issues and risks are assessed appropriately.
- Accurately implements, maintains and documents system specifications, configurations and requirements.
- Establishes, implements, and maintains secure, authorized access that complies with internal and external data security guidelines.

Collaborates, advises, and consults

- Collaborates with and advises the Information Systems Team with respect to computer systems issues.
- Develops productive, collegial working relationships with the OR, IST and other on-campus partners, embracing and consistently applying the Basic Principles of the Waterloo workplace.
- Contributes to relevant OR committees, and represents OR at university-wide meetings, as appropriate.

Maintains an appropriate level of institutional knowledge, job-related expertise, and awareness of industry standards

- Keeps fully informed about applicable aspects of uWaterloo research policies and processes, project - management best practices, and applicable computer information systems.
- Proactively practices a continuous improvement approach by maintaining awareness of uWaterloo's Strategic Plan and the Office of Research Strategic Plan.
- Investigates and suggests appropriate continuing education opportunities that will benefit OR by expanding job-related expertise.
- Keeps abreast of trends, developments, and best practices in technology and computer systems; researches and recommends accordingly the use of new tools, systems, techniques, and approaches that could enhance the achievement of university and departmental goals.

**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

- Bachelor's degree or extensive experience in information systems and project management

Experience

- Information systems and project management experience, preferably related to a research environment.
- Experience leading information systems projects.
- Sound knowledge of technologies and methodologies related to information systems.
- Proven problem-solving skills, with demonstrated ability to analyse and understand complex situations.
- Excellent written and oral communication.

- Demonstrated level of competence, discretion, and professionalism appropriate for interacting articulately and persuasively with a wide range of stakeholders.
- Strong organizational skills coupled with the ability to handle multiple tasks and excel in a fast-paced environment with changing priorities.

Knowledge/Skills/Abilities

- Advanced: Microsoft Word, Excel, relational database, report-writing tools, electronic and computer configuration and setup
- Intermediate: PowerPoint, MS Project, SharePoint, HTML, CSS, JavaScript
- Experience with research-related systems: InfoEd, Inteum, Pure, Kuali would be a definite asset

Nature and Scope

- **Contacts:** Communicates with a wide range of campus departments and external vendors to effectively implement and maintain OR research information systems.
- **Level of Responsibility:** As an OR systems administrator and the key technical lead, responsible for ensuring effective information systems support and project management of new systems implementation as required. Assumes a leadership role in the absence of the Manager, Research Information Systems, as deemed appropriate by Associate Director, Research Operations and Communications.
- **Decision-Making Authority:** Routinely makes decisions regarding the most effective means of implementing OR systems initiatives, including allocation of resources. Serves as a significant and influential contributor to the adoption of appropriate technology for OR information systems.
- **Physical and Sensory Demands**: Minimal demands typical of a position operating within an office environment; strain resulting from extended periods of sitting, concentrated use of visual senses, repetitive motion, and prolonged close attention to detail. Some physical activity may be required to move or setup equipment. Ideally able to lift 30 lbs.
- **Working Environment:** Exposure to conditions typically associated with support-level responsibilities with short deadlines, changing priorities, and frequent interruptions and distractions; intermittent work outside the normal operating hours of the institution and occasional travel.