

Job Description

Job Title:	Graduate Systems Assistant
Department:	Graduate Studies and Postdoctoral Affairs
Reports To:	Associate Director, Records and Systems
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	March 2021

Primary Purpose

The Graduate Systems Assistant supports the systems-based processes for the entire student lifecycle; supporting admissions, student records, and student awards and financial aid portfolios. This position participates in the continuous improvement through systems development projects. The Systems Assistant uses the student information system (SIS), the document management system (DMS) and other associated systems to support business processes.

The Graduate Systems Assistant is responsible for daily systems processes in SIS related to graduate studies application data and interfaces, document management and quality assurance review.

The Graduate Systems Assistant is responsible for managing inquiries from external users including applicants and referees, and group e-mail distribution of application acknowledgements, instructions, updates on decisions and admission conditions. This position plays a key role in ensuring that applicants, referees, application reviewers, Faculty and Department Officers and Co-ordinators, Graduate Admissions and Records Specialists and students have timely and accurate information to manage their online activities.

Key Accountabilities

Document Management Batch Committing and Quality Assurance Review

- Performs scanning, importing, indexing and quality assurance for both paper and electronic documents.
- Maintains logs and manages transfer of paper batches for storage as required by University retention policies

Electronic Communications, Client Relationships and Support

- Manages bulk electronic communications to applicants regarding documents, processes, and academic decisions.
 - Supports student facing communications as directed.
- Responds to inquiries from graduate applicants, referees, and students
- Provides day to day client support to applicants and departments and determines if any issues raised requires escalation, collaboration and/or reporting to the systems and admissions team
- Assists with updating procedures and end-user training sessions

Operations and Systems Processes, Updates and Testing

- Manages referee updates in Quest and DMS, and the electronic reference system in DMS.
- Runs Quest daily queries to monitor successful processing and to extract data for communications and reporting.

Job Description



- Runs manual matriculation and term activation for newly admitted students to support student enrolment.
- Participates in aspects of testing and implementation of new software, development, upgrades, business process changes and continuous improvements for campus-wide impact
- Runs data import processes using external files
- Assists with data entry to maintain applicant and student records

Special Projects

- The Graduate Systems Assistant undertakes special projects for the Associate Director, Records and Systems as required.

**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

- An undergraduate university degree or equivalent education and/or experience.

Experience

- 1-2 years of proven student/client service experience.
- 1-2 years using a student information system an asset; ideally Quest/PeopleSoft.

Knowledge/Skills/Abilities

- Excellent interpersonal skills and the ability to work both independently and in a collaborative, team-based environment.
- Successful experience meeting multiple and concurrent deadlines.
- Excellent communication skills (oral and written).
- Excellent organizational and time management skills.
- Knowledge of university policies related to access and release of student information, information security, and records management an asset.
- Knowledge and experience with document management systems an asset (such as OnBase).
- Basic proficiency with MS Office
- Technologically savvy, able to learn and support new software packages

Nature and Scope

- **Contacts:** Internal contacts include: GSPA staff, Departmental Graduate Co-ordinators, faculty members; students, The Centre. External contacts include applicants, referees.
- **Level of Responsibility:** Responds accurately to a variety of inquiries from students, referees, faculty and staff.
- **Decision-Making Authority:** Asks for direction when needed.
- **Physical and Sensory Demands:** Job involves extensive sitting, concentrated use of visual senses, and dealing with distractions (as part of office environment). A high level of attention to detail is required.
- **Working Environment:** This position involves sitting at desk/computer workstation, sensitivity when working with diverse graduate students and stresses due to high volume, firm deadlines and multiple demands.