

Job Description

Job Title:	Scheduling Specialist, Process and Data Analyst
Department:	Registrar's Office
Reports To:	Director, Scheduling and Examinations
Jobs Reporting:	None
Salary Grade:	USG 8
Effective Date:	January 2018

Primary Purpose

The Scheduling Process and Data Analyst is responsible for analysis of all data related to student class schedule generation and examination schedule creation. This position will produce regular reports for both internal and Faculty use. Through hypothesis formulation and testing, the Scheduling Specialist, Process and Data Analyst will suggest strategies to improve the scheduling process. The incumbent uses scheduling software effectively to address the requirements of the six Faculties and university colleges.

Key Accountabilities

Provide Tier 1 support for all scheduling software (includes class, classroom and examination scheduling software)

- Provides first level technical support to colleagues in the Scheduling Office
- Collaborates with Systems team to resolve problems and document requirements
- Participates in testing of new releases of system software
- Coordinates with the Communications team the development of requirements/scripts for training and maintains user documentation for scheduling systems
- Organizes training workshops and provides one-on-one coaching as required

Develop and maintain standard reports used to measure success and present results to colleagues in the Scheduling Office and University partners

- Identifies key objectives for each scheduling system/process in collaboration with management, and develop success measures for each
- Identifies and reports measures of success on a term by term basis
- Prepares presentations as required, reporting on progress toward scheduling goals

Participate in scheduling processes and practices

- Contributes to the scheduling of classes each term including coding and scheduling
- Documents current work flow in all scheduling systems and identifies opportunities to streamline processes
- Participates as a member of the University Timetabling Committee
- Provides backup for room booking of academic events

Contribute to the management and ongoing improvement of all scheduling processes using an end-to-end process management approach

- Identifies, designs and supports processes that cross departmental boundaries
- Ensures process improvement initiatives that have a positive impact on process metrics and reports the impact to University partners.
- Gathers data to support and report on existing performance metrics
- Responds to special data requests from faculty and staff, working collaboratively to ensure appropriate conclusions are drawn from the analysis provided.

Job Description



- Runs simulations to support the Faculties/ AFIW(Affiliated and Federated Institutions of Waterloo) and substantiates recommendations to PACT (Provost's Advisory Committee for Timetabling)
- Provides central support to continuing improvement initiatives and projects the impact on current process metrics that will result from those initiatives.

Builds strong working relationships within and outside of the University

- Augments discussions at PACT with evidence based on data
- Fosters partnership with Scheduling Representatives in the Faculties
- Builds and maintains dialogue with peers in other post-secondary institutions
- Documents Best Practice procedures and evaluates appropriateness of use at Waterloo

Required Qualifications

Education

- Bachelor degree required, preferably in Statistics and/or Computer Science or suitable combination of equivalent experience and education.

Experience

- 2-3 years of experience in statistical analysis of data, preferably in an educational institution

Knowledge/Skills/Abilities

- Develops hypotheses and designs experiments/simulations
- Uses statistical tools to draw conclusions from experimental outcomes
- Identifies patterns and explores causes in order to recommend strategies to improve overall results.
- Working knowledge of process mapping tools and techniques for process review and redesign
- Produces reports to measure success, clearly identify problems and opportunities, or summarize requested data from the Faculties
- Strong Technical aptitude: understands system function and dependencies to identify opportunities to fine-tune scheduling outcomes
- Excellent presentation skills, both in written and oral format
- Prior knowledge of Waterloo scheduling software (Infosilem) is an asset

Nature and Scope

- **Contacts:** Works closely with Scheduling and Systems staff and Departmental Scheduling/Examination Representatives. Attends PACT as a resource and is a member of the UTC (Undergraduate Timetable Committee). Participates in software vendor conferences.
- **Level of Responsibility:** Responsible for defining training scripts for Faculty/staff who use the scheduling software. The data analysis and interpretation of the outcomes become the foundation on which business decisions are made and will impact the results achieved from the scheduling software. Accountable for accuracy, attention to detail is essential.
- **Decision-Making Authority:** Makes recommendations for process improvement to the management team and governing bodies (PACT) based on process and data analysis.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment.
- **Working Environment:** Primarily office-based and normal working hours.