

Job Description

Job Title:	Director, Systems, Technology, & Analytics
Department:	Registrar's Office (RO)
Reports To:	Registrar
Jobs Reporting:	Senior Business Systems Solutions Architect, Business Systems Solutions Architect Admissions, Business Systems Solutions Architect Student Awards & Financial Aid; Manager, Business Systems Analysts; Supervisor, Systems Operations; Specialist, Marketing Operations & Systems Development
Salary Grade:	USG 15
Effective Date:	June 2018

Primary Purpose

The Director, Systems is accountable for effective and efficient systems solutions and technologies that support all prospective students, applicants, current students, staff, and faculty in registrarial activities. The student information ecosystem includes local technologies, enterprise systems, and cloud-based vendors to support recruitment, application and admission, financial aid, scholarship and bursary management, course catalog management, class and exam scheduling, class enrolment, academic progression and degree audit, convocation, marketing, communications, and student front line service and support. The systems team supporting this work and reporting to the Director include 20+ staff with proficiency in business analysis, development, testing, technical support, data management, security management, digital media, and more. The Director establishes priorities and achieves goals by working collaboratively with, and consulting a number of key campus stakeholders, including Faculties, Graduate Studies and Postdoctoral Affairs (GSPA), Centre for Extended Learning (CEL), Finance, Institutional Analysis and Planning (IAP), Information Systems and Technology (IST), and others.

Key Accountabilities

Direct the development, implementation and sustainability of the institution's student information ecosystem

- Develop and execute a strategic plan for the University's student information ecosystem, aligned with the overall strategic plan and in conjunction with IST, and in collaboration with the Faculties, and other campus stakeholders;
- Work collaboratively with IST and other stakeholder units to develop a strategy and roadmap for the evolution of the student information ecosystem;
- Advocate and negotiate on behalf of the RO for campus student information system priorities as part of the IT governance and strategy processes
- Oversee the institution's student information systems and related technologies, ensuring sustainability, interoperability and reliability of these systems;
- As a program owner, collaboratively direct the design, implementation, and maintenance of enterprise student information systems, timetabling/scheduling systems, as well as the maintenance and design needs of all RO technologies;
- Provide direction in researching functional and technical advancement of student information systems and business processes; in particular, consult with Faculties to identify business process improvement opportunities
- Ensure the cohesiveness of all RO technology within the student information ecosystem, and integration with other campus information systems;

- Ensure RO systems are able to support the marketing and recruitment efforts of the department to support meeting strategically important enrolment targets;
- Oversee the future selection, contract negotiations and extensions with vendors who provide technology solutions;
- Direct staff to ensure information security, privacy standards, data accuracy, and data integrity are compliant with policies and guidelines and audited across all RO-related enterprise systems;
- Identify and lead related change management efforts internally within the RO and collaboratively with other departments when implementing systems changes.

Oversee the effective planning and execution of continuous improvement and innovation through RO technology projects and initiatives

- Establish, oversee and govern the RO project management framework (including tools, processes, programs), in collaboration with IST, enabling prioritization and execution of multi-year RO and enterprise wide projects in a standardized way;
- Provide resources for centralized support of the creation of business cases, project charters and plans;
- Lead and/or sponsor large scale, campus wide projects and programs as needed to support student information ecosystem evolution and innovation efforts, ensuring change management principles are incorporated; ensure campus stakeholders are collaboratively engaged as appropriate
- Act as the internal expert for project management by maintaining strong industry and external knowledge of applicable trends and impact;
- Effectively set priorities in collaboration with the RO leadership team, understand critical paths and identify needs to re-establish priorities for overall successful project outcomes;
- Oversee the management of projects for all cross functional RO projects aligned with strategic priorities to ensure the RO delivers on its objectives for an optimal service experience for applicants, students, staff, and faculty;
- Functioning as a program manager, prioritize projects and activities and appropriately delegate and allocate work among staff members;
- Recommend, advise on, and support innovations in technology-enabled solutions to improve the applicant, student, and faculty experience—at all stages of the enrolment funnel; examples could include: enhanced digital recruitment strategies, potential use of AI solutions to address application evaluations and early identification of at-risk students, supporting non-academic record management, improved student data exchange with other institutions globally (i.e., Groningen Declaration).

Lead the development of analytics to support strategic enrolment management

- Define the RO analytics vision and strategy in collaboration with the RO Leadership team and in alignment with leadership priorities and executive stakeholder requirements;
- Lead the development of analytics to support evidence-based decision making to drive forecasting capabilities, strategic insights, and measurement of operational efficiencies;
- Partner with Institutional Analysis and Planning (IAP) and marketing insights specialist(s) within the RO to provide expertise and consultative analytical support to client groups and senior leaders;
- Promote data governance and stewardship and improve overall strategic and operational insight across the campus community;
- Partner with IST and IAP to direct the build of a solid analytics framework including data warehousing for enterprise reporting, visual dashboards and more sophisticated analyses to support strategic decision making related to admissions and student retention;
- Oversee the development and communication of data governance strategies and privacy of student-related data;

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- Transform the information provided by the RO from reporting and metrics to insightful analytics including predictive modelling and statistical analyses.

Provides leadership and insight to the RO, campus committees and sub-committees

- Build and maintain effective working relationships with appropriate leaders within the Faculties and other stakeholder groups (e.g., IST, GSPA, Co-op, Finance) as they relate to the accountabilities of this role;
- Understand the complex systems and data needs of Faculties, in collaboration with the other RO leaders, to proactively offer advice and business systems solutions to address changing processes introduced by legislation, policy, systems, or continuous improvement initiatives;
- Participate in the RO Leadership and the RO Management Group meetings; develop both short and long-term plans in accordance with the broader RO strategic plan to support the University's strategic plan;
- Research, identify and develop recommendations for review and approval by university level committees;
- Member of SIS Steering Committee, SIS Cross-Functional Committee, and others as appropriate;
- Participate in the Administrative Information Governance Committee to support data stewardship and governance of student records and data.

Ensures the effective utilization, deployment and development of people and capital resources

- Deploy and direct the RO systems teams to ensure timely delivery of RO mission critical activities and strategic goals;
- Allocate resources to support inter- and intra-department needs for support;
- Develop and manage annual budget for systems team activities within the RO;
- Mentor, coach, and develop employees to assure growth and development of those individuals;
- Conduct annual performance plans with direct reports, and ensure adherence to annual performance planning and review process within the RO;
- Promote collaboration, team spirit, cohesiveness, motivation, and commitment to customer focused service and continuous quality improvement.

Required Qualifications

Education

- University degree in systems-related discipline; or equivalent post-secondary education and experience
- Formal training in business analysis and/or project management an asset

Experience

- 10-12 years of experience with a proven track record of achievement and success with information technologies implementation, evolution, and maintenance
- 5 years of experience in leading cross functional continuous improvement initiatives or projects, with demonstrable positive outcomes
- Experience with data analytics, including data governance and privacy, data warehousing, and the implementation of statistical tools for creation of data reporting and analytics to drive strategy
- Experience with customer relationship management (CRM) systems and digital communications services in a sales or student recruitment environment
- Several years of progressively responsible roles in performance management in a diverse technology environment
- Demonstrated experience and ability influencing, facilitating, negotiating, and developing relationships at multiple levels and across a wide range of personalities and functions

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- Strong business acumen and strategic decision-making ability, with demonstrated experience effectively presenting strategies and plans to senior leadership
- Experience with purchasing and contract negotiations, project budgets, and vendor management
- Experience managing a budget

Knowledge/Skills/Abilities

- Ability to translate vision and strategy into tactical execution plans ensuring the most efficient and effective use of resources and deliverables
- Strong, demonstrable, organizational and problem-solving skills combined with analytical and planning abilities
- Strong, successful people-management skills that demonstrate flexibility and adaptability, and experience managing diverse teams
- Demonstrable ability to conceptualize and address current and future challenges in a logical manner
- Solid analytical ability, judgment, and creative thinking skills to solve complex issues at a senior leadership level
- Results-oriented innovator with a high energy level
- Excellent verbal and written communication skills including ability to communicate technical concepts to technical and non-technical audiences
- Excellent project management skills and experience
- Solid understanding of policies and practices related to information management, privacy, data security and integrity, records retention
- Advanced knowledge of MS Office suite, Sharepoint, web development tools, integration technologies, and client management solutions (both PC/Windows and Mac)
- Excellent knowledge of development methodologies and frameworks, application architecture, ecommerce solutions, database technologies and data warehousing
- Good knowledge of one or more of PeopleSoft Campus Solutions environment, Infosilem, Cyon, Ad Astra would be an asset

Nature and Scope

- **Contacts:** Internally, communicates with senior leadership and other senior employees across Faculties and multiple campus departments to deal with and resolve issues related to area of responsibility. Individual must be able to build trust relationships, and to influence and motivate stakeholders on issues that could impact the entire organization. Externally, this position will have significant contacts with other universities and organizations (such as OUAC and ONCAT) and third-party suppliers to research and resolve issues related to area of responsibility.
- **Level of Responsibility:** The position is responsible and accountable for the results of the RO Systems team and is accountable and responsible for meeting the relevant objectives. In addition, the incumbent is required to oversee the completion of defined department projects/programs in addition to playing a key role in campus-wide projects within the student information ecosystem. The position is expected to be forward-looking, aware of trends and bring innovative and creative concepts, opportunities and recommendations to the Registrar and the RO leadership team.
- **Decision-Making Authority:** Responsible and accountable for defining and directing the priorities of the RO Systems team in addition to oversight of the RO priorities within the broader student information ecosystem while addressing changes to plans by consulting directly with the Registrar. Manages the RO budget for technology and systems and contributes to decisions about campus-wide expenditures related to the student information ecosystem. Addresses issues directly with those involved bringing unresolved issues to the Registrar as needed. The incumbent has authority to manage vendor relationships including resolving conflict, contract negotiations, and setting expectations. Unresolved issues are brought forward to the Registrar for consultation

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- **Physical and Sensory Demands:** Minimal demands typical of a leadership position operating within an office environment.
 - **Working Environment:** Minimal exposure to disagreeable conditions typical of a leadership position exposed to stress and pressure associated with senior level responsibilities.