# Job Description

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| **Job Title:** | Student Information Systems (SIS) Coordinator |
| **Department:** | Office of the Registrar |
| **Reports To**: | Associate Director – Student Information Systems Product Owner (RO) |
| **Jobs Reporting:** | None |
| **Salary Grade:** | USG 8 |
| **Effective Date:** | October 2021 |

## Primary Purpose

The SIS Coordinator is accountable for tracking the work and managing the information flow between project participants and systems teams within the Student Information System (SIS) environment.  The SIS Coordinator provides support to SIS systems activities including gathering information from stakeholders and a variety of other sources while contributing to the entire project lifecycle under the direction of managers.

The SIS Coordinator supports projects with the creation and improvement of processes, procedures, and tools in collaboration with systems staff.

## Key Accountabilities

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| **Supports the Associate Director, Student Information Systems Product Owner (RO) and the systems teams working in the SIS environment, with the planning, management, execution and monitoring of projects:** |
| • Supports and organizes SIS related meetings through planning and coordination: including creating agendas, producing minutes, and tracking appropriate outcomes, actions, work, and correspondence.  These meetings include QRD Sprint Planning/Retro, Cross Functional, SIS Steering, Product Owner/Unit Meetings, Individual Unit Systems Meetings, Project Meetings, and Ad-hoc SIS work related meetings. |
| • Coordinates the end-to-end process of capturing key information for project documents. |
| • Accountable for assisting in identifying and tracking work and information flow between system project teams. |
| • Ensures action items are completed in a timely way by providing reminders of deadlines and escalating to managers' attention as needed. |
| • Support the closing process for projects, ensuring all documentation is made available for lessons learned and for the update of impacted processes, tools, and templates. |
| **Documents and tracks project management deadlines, progress, and procedures** |
| • Tracks and documents milestones and records meeting and project information into project management software ensuring timely information flow. |
| • Manages document repository information and supports ensuring up to date information is tracked from meetings ensuring consumable outputs. |
| **Develops standards for tracking and documentation tools** |
| • Creates plans and gains consensus for standardization of tools, processes, meetings, and documentation. |
| • Applies a consistent approach which is then implemented across teams and project members with the use of standardized documentation. |

- Develops processes and applies systematic approaches and guidelines for tracking milestones and deadlines.
- Identifies and advocates for process improvements for the teams.

| **Accountable for administrative and project support for managers** |
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| <ul><li>Identifies pending projects and timelines alerting their managers of upcoming milestones and deadlines.</li><li>Identifies and flags service delivery pain points.</li><li>Identifies issues to managers for action, provides comprehensive analysis of options and recommendations for remediation.</li><li>Seeks answers from teams, project managers and managers that are relevant towards senior decision making on project priorities and changes.</li></ul> |

*\*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.*

<u>**Required Qualifications**</u>

| **Education** |
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| <ul><li>Post-Secondary education and/or a suitable combination of education and work experience in post-secondary environment</li><li>Project Management designation (PMP or CAPM) and/or Lean/Six Sigma certification an asset</li></ul> |
| **Experience** |
| <ul><li>2 years of experience working with student information systems or post-secondary systems or administrative environment</li><li>2 years of experience in supporting projects with many stakeholders</li><li>Experience working in a deadline driven environment and proven experience and ability in managing multiple tasks that require attention to detail, accuracy, consistency</li><li>Demonstrated experience effectively using multiple software applications, Microsoft suite including Excel, Word, Power Point, Project, Visio, JIRA, MS Teams and Confluence</li></ul> |
| **Knowledge/Skills/Abilities** |
| <ul><li>Ability to work effectively in a team and independently to manage competing priorities, and to adapt to a changing environment</li><li>Demonstrated experience of building relationships with stakeholders to be able to encourage in a positive manner the ongoing progress of their work</li><li>Proven ability to research, gather, analyze information and data to produce clear and precise outputs, reports, and recommendations</li><li>Excellent written and verbal communication skills including the ability to provide and present timely and relevant updates and reporting to various stakeholders</li><li>Ability to exercise leadership and inspire action without formal authority and work in a team environment</li><li>Business maturity and awareness with topics and matters that are confidential and sensitive</li><li>Demonstrated ability to apply new concepts, tools, and processes</li><li>Attitude and aptitude for continuous improvement and change management coupled with a pragmatic and flexible approach to getting things done; independently or in a team setting</li><li>Demonstrated experience producing high quality, error, and omission-free deliverables within tight deadlines.</li></ul> |

## Nature and Scope

- **Contacts:** Will regularly connect and collaborate with IST and Registrar's Office staff, as well as staff across campus including Finance and Graduate Studies and Post-Doctoral Affairs. Collaborations will relate to service delivery, coordination, and issue tracking.
- **Level of Responsibility:** The incumbent is expected to work independently with minimal supervision. The SIS Coordinator will independently and collaboratively assess issues, aid in tracking and communicating timelines of projects and tasks under their portfolio.
- **Decision-Making Authority:** Responsible for proposing recommendations for review and consideration by leadership and other key stakeholders. The incumbent receives direction from their managers, but the nature of the role requires independent decision making to support the systems teams.
- **Physical and Sensory Demands**: Requires high attention to detail and must be able to handle distractions, changing priorities and interruptions while meeting required deadlines.
- **Working Environment:** Minimal exposure to disagreeable conditions that are typical of an office environment. This role involves minimal physical or psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions.