

YORK UNIVERSITY

Department of Human Resources and Employee Relations

Job Posting – CPM (Confidential, Professional and Managerial Employees)

Position Title: Manager, Student Systems
Reports To: Director, Student Systems

Job Code: 950366
CPM Salary Grade: F
Faculty/Department: Office of the University Registrar

I. JOB PURPOSE:

To advance the Division of Students' vision as 'Partners in Student Success', the Systems team within the Office of the University Registrar (OUR) collaborates very closely with University Information Technology (UIT) in the development, maintenance and support of all student-facing and administrative student information systems to effectively enhance the student experience from recruitment through to convocation. The Systems team supports and enables OUR functional partners (Recruitment and Admissions, Student Financial Services, Core Registrarial Services and Student Client Relations), Faculties and other university units to achieve their student service objectives through operational support and systems enhancements.

Reporting to the Director, Student Systems, the Manager applies expertise in people management, business systems analysis, project management and process improvement to lead a team of analysts to provide quality service in systems processes, on-time delivery of systems solutions, and information needs for the entire student lifecycle which include recruitment, admissions, enrolment, scholarships and awards, student accounts, financial aid, registrarial services, academic scheduling, student records and convocation. In collaboration with other non-academic and academic partners, the Manager provides leadership in identifying opportunities for systems enhancements, defining and satisfying the requirements of student-focused systems to improve student experience.

Through a strategic and data driven approach, the Manager leads, develops and builds a high performing team that shares a vision for outstanding results to meet evolving business needs. This position requires a service-focused professional who treats members of the community with respect, values their time, strives for personal best, and, collaborates to improve service experiences for all.

1. RESPONSIBILITIES

Employee and Team Development and Management

- Effectively manage and develop a team of analysts to maximize team performance
- Leverage the Individual Development Plan (IDP) process to elevate employee capacity
- Increase employee engagement
- Mentor, coach and develop team to address both business and individual needs
- Build team capacity in project management, process improvement and business performance management to measure and to increase the effectiveness, quality and efficiency in our service delivery
- Recruit, develop and retain high-performing team members who are committed to service excellence

Operational Support

- Partner with UIT to collaboratively create, enhance and maintain student information systems to achieve maximum effectiveness and efficiency in support of student success
- Ensure timely set-up of student systems according to the academic cyclical calendar in support of critical University academic operations

- insure high level of reliability and availability of these systems
- Liaise with vendors to escalate and resolve problems for student systems
- Provide analytical support to Faculties and Administrative groups in response to information requests to inform decision making across the University
- Educate users on the use and interpretation of reported data
- Develop and ensure accurate maintenance of business rules, reference tables and other controls within the applications in a timely manner to support the academic cycle and business operations
- Manage ticket tracking system (such as Cherwell) and extract insights from ticket statistics to implement operations process improvements
- Liaise with partners to promote and enhance relationships with internal and external clients and establish baseline client service levels

Project Management

- Apply best practices in project management and business systems analysis within the systems area to deliver quality solutions that meet users' expectations; this includes detailed documentation of business requirements, technical design reviews, user testing strategies, risk management, change management, status communications, user documentation and solution implementation
- Lead discussions on process and information challenges to define high level needs for systems enhancements
- Facilitate discussions with the various user groups across the University to document systems gaps and identify detail business and functional requirements
- Identify a range of feasible options including business process change as well as technological change
- Liaise between business and UIT to translate business requirements into systems specifications
- Collaborate with Faculty and department representatives on the prioritization and implementation of new and enhanced student-focused tools to improve student experience
- Partner with UIT and Academic units to ensure a coordinated and integrated approach to project planning and execution to achieve project targets and objectives
- Establish timelines, scope and deliverables, and testing plans for vendor-based projects
- Identify accountabilities, define project success metrics, manage project teams and monitor project activities

Regulatory

- Create and maintain standard operating procedures to ensure the security and protection of university tools and student data
- Ensures internal process and controls are adhered to so that data compiled for the Ministry of Colleges and Universities e.g. enrolment audit requirements has met the appropriate standards
- Ensure that rules and regulations are interpreted and applied correctly
- Keep abreast of all contractual and legislative obligations and administer accordingly

3. SUPERVISORY RESPONSIBILITIES:

Positions Supervised

YUSA

YUTA

Total number of staff supervised:

No. of Incumbents

5 -8

1-2, as required

5-10

B. Nature of Supervisory Responsibility:

- Determine/assign the work; prepare job summary details (roles/responsibilities, skills, experience, education, etc.);
- Participate in the job evaluation process as the manager on record to support and comment on changes to positions (e.g. significant changes, temporary assignments, etc.)
- Hire, fire, monitor, assess work, discipline staff. The position has responsibility for management under collective agreements (e.g. grievances, performance issues, attendance management etc.)
- Manage performance/performance development, set goals, manage expectations; provide ongoing feedback to staff
- Manage resources effectively to provide for employee training and growth, to meet the operational goals and objectives
- Responsible for Occupational Health and Safety (OHS)

4. PERSONAL CONTACTS:

Contact: Senior University Management Offices:

Purpose: Strategic planning and developing solutions to requirements, seek input on business challenges and needs, project presentations, reviews, status updates, support information needs

Contact: Deans and Associate Deans:

Purpose: Seek input on business challenges and needs, propose solutions, provide updates, project presentations, reviews, status updates, support information needs

Contact: Various university departments/Faculties:

Purpose: Seek input on business challenges and needs, collaborate on documenting business requirements, propose solutions, provide updates, project presentations, reviews, status updates, offer advice and technical expertise, support information needs, information exchange

Contact: University Information Technology:

Purpose: Provide business requirements, review solution designs, negotiate on the timing of solution delivery

Contact: Students:

Purpose: Obtain information; present new initiatives and solicit feedback, information exchange

Contact: External Vendors:

Purpose: Outsource and evaluate possible technical solutions. Provide business requirements, negotiate timelines, review solution designs, contact for product support and ongoing maintenance.

Contact: Other Universities and Colleges:

Purpose: maintain contacts with colleagues outside of York University. Work collaboratively and share data (within privacy regulations) with institutions who offer joint programs with York

5. DECISION MAKING:

The Manager, Student Systems represents the Office of the University Registrar (OUR) as it pertains to developing and supporting technical solutions to business practices. Makes recommendations to stakeholders and plays a leadership role in the design, development, implementation and maintenance of applications. Works in close collaboration with the

academic and non-academic administrative managers/staff and is accountable for the delivery of quality student information and administrative systems and reporting.

6. DIRECTION RECEIVED:

Works independently and on own initiative under general direction from the Director, Student Systems. Has a thorough understanding of all projects and cyclical activities to manage within the scope of responsibilities. Recommends solutions and options; alerts leadership to impact on processes/procedures to minimize risk. The incumbent is expected to work within a broad margin of independence.

7. FINANCIAL/BUDGETARY CONTROL:

Manages and plans for the local budget; monitors throughout the budget cycle and projects and makes recommendations during budget planning exercises. Considers impact of staffing resources on the work and potential costs for any related work expenses.

B. Payroll Budget	\$600k-\$700k
Operating Budget	\$10k-\$15k
Other Budgets	\$

Other major accountabilities, e.g. materials, buildings, equipment, etc.

Has responsibility for safeguarding data that is in the student administrative systems. Confidentiality and privacy considerations are key priorities when designing how systems will be used by the end user. Also supports systems where data is generated for government reporting and must meet all applicable safeguards in collection and transmission.

8. QUALIFICATIONS:

A. Educational Requirements:

University degree preferably in Computer Science, Engineering, Mathematics, Information Technology or Business Administration with a focus in business information systems

Please note: This position requires the candidate to produce a verification of degree(s), credential(s) or equivalencies from accredited institutions and/or international equivalents at the time of interview.

B. Experience and Knowledge Requirements:

- 5 years progressive experience in business systems analysis, process analysis, systems development and systems testing with a broad working knowledge of information technologies, preferably in a University environment in areas pertaining to the Registrar's Office
- 3 years hands-on experience providing direct support to users and stakeholders in systems enhancements, maintenance and operations of business information systems
- 2 years in people management of two or more employees which includes resource planning, recruitment, and individual development plans and performance reviews
- Proven ability in leading, coaching and building a high performance team
- 2 years in project management
- 2 years in process improvement
- 3 years leading cross-functional team discussions on business requirements and solutioning
- Excellent understanding of process flows, requirements gathering techniques, process mapping and Systems Development Life Cycle (SDLC)
- Experience in using data to drive process and quality improvements

- Demonstrated ability to liaise with other organizational units to explore service-level agreements to support initiatives
- Demonstrated ability to build long term collaborative relationships with relevant internal and external partners
- Demonstrated ability to anticipate changing client needs and plan for initiatives to position the unit to address them
- Demonstrated ability to evaluate current process and protocols to determine if client needs are being optimally served and lead the establishment of new processes as necessary
- Demonstrated ability to initiate action to anticipate and assess client needs and plan strategy for meeting those needs in the short and long term
- Direct experience in leading and developing a team to deliver quality customer service
- Demonstrated superior flexibility in the face of ambiguous situations, shifting demands and challenging work environments
- Knowledge of change management concepts
- Knowledge of the cyclical activities within an academic year
- Understanding of collective agreement administration and working in a unionized setting

C. Skills:

- Strong people management and leadership skills to elevate individual and team capacity
- Strategic skills and partnership focused
- Strong relationship building and self-management skills
- Analytical and possesses a combination of strong business acumen and technical skills
- Clear, concise and effective verbal and written communication skills
- Ability to explain technical concepts in a non-technical manner
- Demonstrated expertise in liaising between business and IT in systems support
- Has a genuine desire to improve the service experience for all stakeholders by treating individuals with respect, valuing their time, striving for personal best, and, collaborating towards continuous improvement.
- Demonstrated experience and success in providing and/or creating conditions for service excellence for a variety of stakeholders such as students, faculty, clients, customers, colleagues, users, etc.
- Demonstrates, shares and lives our divisional values: Respect, Excellence, Innovation, Collaboration, Accountability, Care and Inclusion

Please note: This position requires the candidate to produce a verification of degree(s), credentials(s), or equivalencies from accredited institutions and/or international equivalents at the time of interview.

9. THE WORK ENVIRONMENT AND THE PHYSICAL/SENSORY DEMANDS:

Position has a private office. No demanding physical requirements needed; standard office environment.

Sensory: Requires auditory skills for listening to interpret information as the liaison with clients/stakeholders. Requires visual attention to detail to review reports and analytics both in hard copy and electronic format. Spends a considerable amount of time working with computer system applications. Keyboarding required but not for speed.

Position requires multi-tasking with several projects on the go at one time.