**Kwantlen Polytechnic University**

KPU offers all learners opportunities to achieve success in a diverse range of programs that blend theory and practice, critical understanding, and social and ethical awareness necessary for good citizenship and rewarding careers. KPU strives to implement initiatives that will attract, support, engage, and retain KPU's people and create an environment where all employees see themselves as contributing to student learning.

**JOB OVERVIEW: ASSISTANT REGISTRAR, SYSTEMS AND PROJECTS – Competition ID: 948**

Reporting to the Associate Registrar, this position directly supervises members of the Systems and Projects team and ensures the efficient and effective operation of the Systems and Projects unit.

They will lead a strong team in the delivery of service excellence, providing functional, technical and operational expertise in the management of service delivery and student systems to the Office of the Registrar and the University. This includes overseeing the discovery, design, configuration, and implementation of functional aspects and the operationalization of business systems, processes, solutions, and reporting for KPU's student information system.

The incumbent is a process-driven problem solver who utilizes their analytical and technical skills in the field of post-secondary business systems and project management, leading a strong group of functional specialists, and providing direction to cross-functional teams comprised of stakeholders from across the University.

They are also a champion of service delivery, leading a team that consistently works to improve service quality, staff productivity and systems efficiency.

The incumbent ensures KPU maintains compliance with university, provincial, and federal policies and reporting requirements. To that end they maintain a deep understanding of University policies and KPU's student information system along with other related systems, in order to guide the implementation, maintenance and advancement of systems and service goals within the Office of the Registrar.

**QUALIFICATIONS**

• In-depth knowledge of Canadian post-secondary education systems.
• Demonstrated experience as a functional lead administering a Banner Student module. Experience in a comparable student information system may be considered.
• Demonstrated analytical skills, including problem-solving and needs analysis. Excellent organizational skills, including the ability to set priorities and meet deadlines. Ability to work independently, exercise good judgment and demonstrate initiative.
• Demonstrated experience in enterprise systems including systems testing, systems and business process analysis and documentation, preferably in a post-secondary environment.
• Experience in business workflow design and business process improvements.
• Demonstrated ability to provide direction and manage a number of complex projects to their successful conclusion.
• Proven ability to work with and guide the actions of a technical software team, a functional user team, as well as the ability to work independently.
• Demonstrated experience using database reporting tools that include authoring SQL in an enterprise database system.
• Experience using an enterprise reporting tool such FAST Student, to query a relational database, at an intermediate level.
• Sound understanding of strategic enrolment management concepts and academic policies and processes that contribute to a quality undergraduate experience.
• Proven ability to develop flexible approaches toward work procedures and to exercise tact, diplomacy and conflict resolution skills; uses sound judgement.
• Ability to establish and maintain effective working relationships with University administration, faculty, and staff.
• Ability to communicate patiently and effectively (both verbally and in writing) with a diverse range of people and situations. Actively listens to the issues of others in a manner that elicits cooperation and support. Demonstrates an effective and adaptive skill in communicating with students/individuals under stress.
• Demonstrated ability to interpret and apply policies and regulations.
• Demonstrated ability to model appropriate professional, ethical and collaborative behaviours consistent with the responsibilities of this position.
• Intercampus travel is required, possession of a valid driver's license and access to a vehicle is preferred.

**EDUCATION AND EXPERIENCE**

- A bachelor's degree, preferably in Computer Science, Information Technology or related discipline.
- Minimum of five (5) years recent related experience in or supporting the Office of the Registrar, in progressively responsible positions related to the Registrar's Office and/or Enterprise Student Information Systems.
- Minimum three (3) years management or supervisory experience in a post-secondary institution. Formal supervisory training is an asset.
- Project Management Professional (PMP) or other project management certification is an asset.
- Successful experience training and managing an effective team and implementing change resulting in improvements to service quality, staff productivity and systems efficiency.
- Or an equivalent combination of education and experience.

Please visit our career centre for further information:  https://www.kpu.ca/hr/career-opportunities

**Note to Applicants**

The University welcomes and encourages applications from women, visible minorities, Indigenous persons, persons with disabilities, persons of any sexual orientation, and persons of any gender identity or gender expression. If you require an accommodation through our hiring process, please include your request in the application email.

We thank all applicants for their interest in employment with KPU. Only those selected for an interview will be contacted.

Kwantlen Polytechnic University is committed to protecting the safety and welfare of employees, students, and the general public, and upholding the reputation and integrity of the University. For this reason, final applicants will be asked to undergo a background check.

All qualified candidates are encouraged to apply; however Canadians and permanent residents will be given priority.