Assistant Registrar, Student Information Systems

**DUTIES**

Reporting to the Deputy Registrar Student Records & Information Systems, the Assistant Registrar, Students Information Systems serves as a lead functional analyst in support of student enrolment, data and systems. The position provides technical, functional, and operational expertise in the management of the student information system and other related systems such as scheduling, degree audit, electronic document management, and reporting.

The Assistant Registrar leads and supervises teams of staff in Enrolment Services, and works closely with other leaders, managers and staff across Enrolment Services as well as Information Technology Services, TRU World, Open Learning, Finance, IPE, faculties, and other stakeholders across the university.

The Assistant Registrar may serve as Acting Deputy Registrar as needed.

**MAJOR RESPONSIBILITIES**  
The Assistant Registrar, Student Information Systems provides leadership and direction with respect to the functionality of student information systems.  Specific duties include:

1. Recruit, hire and develop staff by implementing recruitment and selection strategies and providing orientation and training to staff; monitor and assess performance; employ strategies such as coaching and mentoring when appropriate in order to enhance performance
2. Supervise and provide leadership to staff through encouraging dialogue, providing guidance and facilitating resolutions to work issues; assist team members to define shared and individual goals, meet targets and deadlines and ensure the alignment of team goals
3. Ensure the integrity of the Banner Student module by maintaining controls, rules and validation tables relating to curriculum administration and student enrolment
4. Develop internal documentation and user training in support of enrolment-related systems
5. Recommend revision and optimization of the Banner Student module and other enrolment-related systems as the University evolves
6. Maintain student data integrity and quality by monitoring, improving and updating student data acquisition methods, data business processes, data quality audits, aggregate reporting and quality assurance testing of system upgrades
7. Act as an internal business systems and procedures analyst for Enrolment Services; this includes but is not limited to evaluating business processes for efficient use of systems, championing new technologies in the Student Services division, and liaising with other departments and external agencies (Ministry of Education, BC Campus and the Industry Training Authority) to facilitate data exchange
8. Supervise operational reporting for Enrolment Services including but not limited to applicant, enrolment, communications, and student records data; mentor staff to utilize reporting tools that include Argos, reports within Banner and other reporting tools; may provide analysis of summative reporting when required
9. Liaise with the Integrated Planning and Effectiveness department to ensure the correct interpretation of student data to meet institutional reporting needs such as but not limited to the Central Data Warehouse (CDW)
10. Act as the primary Banner Student Distributed Security Manager (DSM), assigning security access to Banner Student Forms and Argos reports
11. Author, review and evaluate functional and/or technical specifications and business requirements (new technology, customizations, bolt-ons, etc.) as they relate to student systems and enrolment services
12. Support University recruitment, conversion and retention activities
13. Participate in developing, establishing and administering departmental policies and procedures
14. Assist in planning, preparing and monitoring departmental budgets, priorities, and resource allocation
15. Perform other related duties as assigned

REPORTS TO  
Deputy Registrar Student Records & Information Systems

**QUALIFICATIONS**

* Bachelor's degree required (Master's preferred)
* A minimum of five (5) years of full-time management experience in a post-secondary environment, preferably in a registrar's office setting

**REQUIRED SKILLS, ABILITIES AND KNOWLEDGE:**

* Demonstrated experience as a functional analyst administering a student information system; preference will be given to those with direct experience in the Banner Student module, however experience in a comparable student information system will also be considered
* Demonstrated experience using database reporting tools including SQL
* Experience in leading and motivating specialized and experienced functional/technical staff, as well as junior staff requiring training and development, all within a unionized environment
* Extensive knowledge of registrarial matters including student recruitment, admissions, records, registration, grades, scheduling, curriculum, convocation and reporting
* Experience in business process analysis, including examining operations and procedures, formulating policy, and developing and implementing new strategies
* Excellent communication skills, including the ability to communicate, persuade, and present technical and non-technical concepts to persons with limited technical backgrounds at all levels of the organization
* Demonstrated success in project management and developing technical work plans
* Experience in developing and managing budgets on department and project levels
* Ability to work collaboratively with internal and external partners
* Knowledge and understanding of the Freedom of Information and Protection of Privacy Act (FIPPA).
* Strong analytical and organizational ability.
* Proven ability to exercise good judgment, initiative, and maintain confidentiality.

Please Note: If you are selected for interview, External Candidates will be required to bring a copy of their transcripts to the interview