

Job Details

Job Title	Director, IT and Analytics	Job ID	73822
Location	Central Campus	Regular/Temporary	Regular
Job Type	Continuing	Open Date	2026/01/27
Employee Group	TMG	Close Date	2026/02/16
Department	Registrar Systems	Favorite Job	
Salary Grade/Band	Band N	Full/Part Time	Full-Time
Salary Range	\$114266.00 - \$171398.00 (annual)	Job Code	010441
Hiring Range	\$114266.00 - \$149831.00	Existing Vacancy	Yes - Backfilling as Existing
Hours per Week	35	Target Number of Openings	1

Job Description

The Office of the Registrar provides a number of services to both prospective and current students and is the primary source of information on enrolment, convocation ceremonies and important student dates and events throughout the year. The Office of the Registrar comprises of 8 departments: Student Services & Financial Support, Student Recruitment, Undergraduate Admissions, Student Records, Systems, Scheduling & Examinations, Communications and Central RO Administration and has a staff complement of approximately 100. This dynamic team works together providing assistance to students from the beginning of their time at McMaster University until they graduate.

The Systems' team manages infrastructure and processes that support the academic journey of students, connects campus partners and delivers core functionality from recruitment through convocation

The Director, Information Technology and Analytics in the Registrar's office is accountable for effective and efficient systems solutions and technologies that support all prospective students, applicants, current students, staff, and faculty in registrarial activities. They demonstrate leadership in determining information technology systems, processes, analytics, and advancements, through the application of technology. They work with key University partners to ensure coordination of processes and consistency of policy. The Director advises the University Registrar on service integration issues, initiatives, innovations, and data analytic needs. The Director reports directly to the Registrar.

The Director leads and coaches the functional application of information systems and data analytics and supports understanding and implementing key information technologies relevant to the area. In addition, they work collaboratively with Faculties and University Technology Services to identify business needs related to the University's academic mission and determine strategic solutions that support the objectives to students, faculty, and staff.

Accountabilities:

Direct the development, implementation, and sustainability of the institution's student administrative technology systems. This includes but is not limited to:

Develop and execute a strategic plan for the University's student administrative technology needs that is aligned with the overall McMaster strategic plan and works collaboratively with the faculties, UTS, student affairs and other campus partners.

- Within the Office of the Registrar develop a strategy and roadmap for the progression of technology systems and guide the deployment and ongoing maintenance of strategic technology tools.
- Lead the evaluation of new systems or technology trends that advance the Registrar's Office including, Artificial intelligence, digital identity and credential verification, client relationship management, etc.
- Collaborate on student systems projects across campus where the Office of the Registrar supports and advances campus partner initiatives.
- Advocate and negotiate on behalf of the RO for student systems priorities as part of the IT governance framework.

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

Provides leadership and insight to the RO, campus committees and sub-committees and develops, recommends, and implements the annual operating budget for responsible areas. Prepares in-year budget forecasts. Develops and implements medium and long-term plans to meet budget targets.

Leadership Accountabilities includes but are not limited to: Designs and maintains organizational structure. Forecasts, manages, and reports on budgetary needs of areas under direct authority. Recruits, hires, trains, manages, and evaluates a staff of approximately 10 permanent FTEs plus part-time, casual, and student staff. Ensures effective performance management processes are in place.

Mentors, develops, and motivates a team of Business Systems Analysts and systems professionals by fostering an inclusive work environment; establishing and enabling development goals, succession planning and mentorship strategies which advance team engagement, leadership capabilities and support the achievement of organizational and personal goals. Fosters a culture of innovation and continuous improvement.

Recognizes need for change across service areas and resets priorities, accordingly, escalating recommended changes where appropriate. Ensure team operates with effective and efficient processes in each of their respective areas while complying with standards and regulations; enhances service level standards within the team. Provides systems and analytics expertise in the development and implementation of progressive policies and practices.

Lead the development of analytics to support student administrative processes.

Lead the development of analytics to support evidence-based decision making to drive forecasting, capabilities, strategic insights, and measurement of operational efficiencies.

- Define the RO analytics vision and strategy in collaboration with the RO Leadership team and in alignment with leadership priorities and executive partners requirements.

- Leads the configuration and operation of the student information system and for the integrity of data within that system. Ensures collection of service data for accountability and operational improvement purposes.
- Partner with university partners 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.
- Partner to direct the building of a solid analytics framework including data warehousing for enterprise reporting, visual dashboards, and more across the campus community. 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.
- Transform the information provided by the RO from reporting and metrics to insightful analytics including predictive modelling and statistical analyses.
- Guide efforts to support the University data strategy and data governance.
- Advance data visualization initiatives and direct efforts to transform data into intelligence that supports critical administrative functions.

Qualifications:

Education:

University Degree with a focus in Computer Science / Computer Engineering/ Data Science. Completion of a master's in business administration/ Master of Data/Computer Science/ Analytics. Must possess strong financial acumen.

Experience:

- Minimum of 7 years of experience in leading cross functional continuous improvement initiatives or projects, with demonstrable positive outcomes.
- 10-12 years of experience with a proven track record of achievement and success with information technologies implementation, evolution, and maintenance
- 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 client relationship management systems and digital communications services
- Prior experience in systems and processes design and initiation
- Strategic ability to best leverage and align the usage of information technology tools and resources.
- Demonstrated commitment to continuous improvement and learning new technologies, software, methods and approaches to simplify and streamline job related tasks.

Knowledge and Skills:

- Must possess a strong customer focus with demonstrated success in delivering innovative solutions to meet customer needs.
- Effective communication, influencing and interpersonal skills.
- Ability to present complex information to a variety of audiences up to and including Senior Officers using both written and verbal presentation skills.
- Requires strong action orientation, ability to make quick, quality decisions and deliver superior results.
- Broad understanding of Information technology fundamentals and innovation including data visualization, artificial intelligence, and other information technology advancements
- Proven ability to work in a time sensitive, high volume work environment, demonstrating a strong attention to detail and compliance.
- Robust leadership and management skills; demonstrated knowledge and leadership capability including operating strategically and ensuring accountability.
- Cultivating engagement to drive vision and purpose.
- Managing and developing talent; leveraging diversity and strengths
- Displaying self-awareness and demonstrating resiliency
- Proven track record of managing large projects with the ability to manage multiple priorities and deliver objectives, with a strong focus on details and deadlines.
- Possesses a superior ability to build personal and professional relationships that result in collaborative partnerships and mutually beneficial results.
- Utilizes an inclusive, collaborative coach approach with team members and colleagues.
- Is a champion for change, driving collaboration, and helping others link strategy to operations.
- Provides senior management with honest, forthright, and objective advice in a collegial manner consistent with university culture.
- Delivers with leadership that inspires confidence and credibility; continually seeks to understand and act upon internal and external requirements, concerns, and priorities; possesses a high level of integrity.
- Demonstrates well-developed conceptual, analytical and collaboration skills.

Employment Equity Statement

McMaster University is located on the traditional territories of the Haudenosaunee and Mississauga Nations and within the lands protected by the “Dish With One Spoon” wampum agreement.

The diversity of our workforce is at the core of our innovation and creativity and strengthens our research and teaching excellence. In keeping with its Statement on Building an Inclusive Community with a Shared Purpose, McMaster University strives to embody the values of respect, collaboration and diversity, and has a strong commitment to employment equity.

The University seeks qualified candidates who share our commitment to equity and inclusion, who will contribute to the diversification of ideas and perspectives, and especially welcomes applications from Indigenous (First Nations, Métis or Inuit) peoples, members of racialized communities, persons with disabilities, women, and persons who identify as 2SLGBTQ+.

As part of McMaster's commitment, all applicants are invited to complete a confidential Applicant Diversity Survey through the online application submission process. The Survey questionnaire requests voluntary self-identification in relation to equity-seeking groups that have historically faced and continue to face barriers in employment. Please refer to the [Applicant Diversity Survey - Statement of Collection](#) for additional information.

Job applicants requiring accommodation to participate in the hiring process should contact:

- [Human Resources Service Centre](#) at 905-525-9140 ext. 222-HR (22247), or
- [Faculty of Health Sciences HR Office](#) at ext. 22207, or
- [School of Graduate Studies](#) at ext. 23679

to communicate accommodation needs.

Hybrid Work Language

To ensure an ongoing and vibrant University community that meets the needs of our students, staff and faculty and supports the University mission, ability to work on-site continues to be a requirement for most University positions. The University is supportive of exploring flexible work arrangements that effectively balance operational needs and employee interests.

Interview Experience

At McMaster University, we believe in a comprehensive and inclusive interview process. Our interview methods encompass a variety of approaches that allow our hiring teams to provide a flexible and accessible experience for engaging with our candidates. Throughout your recruitment process at McMaster, you may be

requested to participate in a variety of formats, that may include in-person, virtual or recorded interviews. If you have any questions as you move through the hiring process, please reach out to talent@mcmaster.ca or the HR contact associated with your position of interest.

AI Statement

McMaster and its third-party partners may use AI tools to screen, assess, or select applicants during the hiring process. Please note that currently our recruitment platform does not use AI nor is it part of our current recommended recruitment process.