

POSITION VACANCY
Manager, Student Systems
Enrolment Services

JOB ID:	J0825-0272
Classification:	Full-time Administration
Pay Band:	11
Pay Range:	\$98,395 - \$122,994 per year
Campus/Location:	Progress/Hybrid
Hours/Week:	35
Shift Schedule:	8:30am – 4:30 pm
Posting Date:	August 11, 2025
Closing Date:	September 1, 2025

Centennial College recognizes and affirms Diversity, Equity and Inclusion and Indigenous ways of knowing as central to the vibrancy and uniqueness of its learning and working academic mission. We strongly encourage applications from members of Indigenous communities and all equity-deserving groups including Women, Racialized persons, Persons with Disabilities, and LGBTQ+ communities.

We also recognize that Centennial is situated on the Treaty Lands of the Mississaugas of the Credit First Nation and pay tribute to their legacy as well as that of all First Peoples that have been and remain present here in Toronto. We recognize that First Peoples come from sovereign Nations and that part of understanding our responsibilities of residing on this territory are understanding the true history, circumstances and legacy of the Treaties signed here (such as the Toronto Purchase, Robinson-Huron Treaty and Williams Treaties) and including pre-contact Treaties and Agreements between sovereign Nations and that all peoples in this area are therefore Treaty people with obligations and responsibilities to all our relations.

Position Summary

The incumbent is a manager in Enrolment Services (ES) within the Division of Partnerships, Enrolment and External Relations (PEER). This role is instrumental in advising the Director of Student Systems, Records and Scheduling, and supporting the implementation of strategic and operational priorities of ES. Accurate & efficient systems are essential for student enrolment, progress monitoring, and providing management with decision-making data. The manager delivers comprehensive services to ES , academic managers, Facilities, IT, and other units supporting student-related systems within the College. The incumbent leads strategic and operational project planning, process improvement, and implementation oversight.

The incumbent manages and provides technical direction to the systems support team. They analyze student data for ES and PEER divisional leadership and serve as the primary lead for Student Systems on special and ongoing projects within the Banner Student System Module of the Academic Information System (AIS), Modern Campus Registration System, CRM Advise, Recruit, Service Now (CASS), Argos, and MyCreds platform.

Responsibilities

- Leads IT projects impacting student systems, playing a central role in project planning and implementation from design through system roll-out.
- Develops and provides feedback on architectural frameworks for student systems deployment.
- Implements program improvements and maintains program standards within ES and the PEER Division.
- Provides consultative advice on data requirements for student systems implementations.
- Analyzes existing services and processes, recommending efficiencies for business processes and productivity standards.
- Provides leadership, management, direction, guidance and mentoring to staff. Serves as Project Team Lead for assigned projects to improve user experiences (student, staff) and ensure business process changes align with Enrolment Services and College goals.
- Establishes and leads teams to conduct needs assessments and determine business process requirements.
- Ensures effective integration among existing applications and between existing and new applications.
- Provides systems development and support for the Academic Information System (AIS) and interacting systems.
- Assesses and prioritizes computer systems development and maintenance requests for AIS, working collaboratively with IT Services to implement changes.
- Oversees functional analysis, review, and development of criteria for all Student System changes and enhancements
- In conjunction with the Director of Student Systems, Records and Scheduling, develops and directs the budget activity for the functional areas of responsibility
- Provides guidance on the College’s in-person academic advising and registration processes as they relate to systems, collaborating with the Academic Faculties and Enrolment Services.
- Coordinates activities with all Enrolment Services departments and related service areas that interact with AIS (e.g. CE, Alumni, Student Association., Assessment Centre, Student Services,)
- Manages AIS security.
- Represents Enrolment Services on internal College committees and externally PSE sector committees.

Qualifications/Experience.

- A minimum 4-year degree, ideally in any of the following disciplines – Management Information Systems, Information Systems, Information Technology, IT Project Management or related field or a combination of education, training, and experience that demonstrates equivalent knowledge, skills, and abilities.
A minimum of 7 years of experience leading IT projects impacting student systems.
- Certification in Project Management or related project management designation is an asset
- A thorough knowledge of a student information system (Banner knowledge is a strong asset).
- Excellent SQL writing skills and computer application proficiency.
- Current and relevant technical skills.
- Proven ability to supervise and manage staff, including addressing performance issues.
- Experience in business analysis and problem solving using creative, flexible and sound methodology.
- Experience documenting business processes, creating new processes, and developing technical requirements.
- Experience developing and implementing change management plans.
- Demonstrated ability to manage and deliver multiple discrete projects on time and on budget while maximizing the benefits to the organization; ability to assess outcomes of projects.
- Ability to initiate, develop and maintain partnerships with College management, other colleges and local public sector organizations to foster collaborative and innovative approaches to systems planning.
- Experience implementing program improvements and maintenance of program standards
- Budget development and fiscal management experience for operational and project budgets.
- Strong mediation and conflict resolution skills, with an ability to reconcile diverse viewpoints by fostering cooperation and collaboration within and across various departments to affect positive changes.
- Excellent oral and written communication skills, with the ability to conduct clear presentations.
- Ability to align operations to support strategic management goals
- An in-depth understanding of EDI principles and experience working in diverse populations.

Apply online: www.centennialcollege.ca/careers

Proof of credentials or equivalencies from accredited regional or federal post secondary institutions and/or their foreign equivalents will be required at the time of job offer.

When applying, your cover letter and résumé must include examples that reflect all of the requested skills and qualifications and **must be submitted online by September 1, 2025 at 11:59 PM EST. Please quote Job ID J0825-0272.** Misrepresentation of applicant information will be grounds for your exclusion from the competition or for dismissal should you subsequently be hired for the position. We wish to thank all applicants for their interest and advise that only those selected for an interview will be contacted.

We are committed to providing persons with disabilities equal opportunities regarding all employment activities, including access to jobs and accommodations during employment as required, in accordance with the Ontario Human Rights Code (OHRC) and the Accessibility for Ontarians with Disabilities Act (AODA).