#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Business Analyst

**Job Number:** A-499 | VIP: 1992

**Band:** OPSEU-11

**Department:** Office of the Registrar

**Supervisor Title:** University Registrar

**Last Reviewed:**  June 5, 2024

#### **Job Purpose:**

Under the supervision of the University Registrar and in close collaboration with the Associate Registrars, the Business Analyst leads the development, maintenance, and support of users of student-facing and administration systems to enhance the student experience and optimize administrative processes. The incumbent will ensure there is operational support and collaborative project support for the Office of the Registrar, with a strong focus on delivering systems and services to meet operational needs and improve business processes.

Working closely with Information Technology (IT) and subject matter experts from across the University to ensure high-quality consultation, analysis, development and execution of enhanced business processes and appropriate solutions. This position provides expertise and support in the implementation and business management of application solutions, including but not limited to the Student Information System, Academic Calendar software, transcript and letter solutions and service management systems.

#### Key Activities:

##### Business Systems Analysis

* Utilizing technical expertise, industry best practices and research, makes recommendations and provides advice with respect to existing or proposed systems and processes. Acts as the technical subject matter expert and works closely with the Office of the Registrar team to implement changes.
* Assesses needs and leads the development of business systems, testing and documentation to advance department operations and efficiency.
* Analyzes the quality and integrity of data to ensure operational processes and services are functioning normally.
* Supports users in the application of Office of the Registrar systems and business processes. Development and implement strategies to provide solutions and fully utilize system capabilities.
* Works closely with the Records and Registration Coordinator and Associate Registrar to analyze report data within Self-Service and make recommendations.
* Works with the Financial Aid Coordinator(s) and the Associate Registrar to analyze data and reporting requirements within Colleague and make recommendations.
* Runs system and data audits to identify issues and improve data integrity.
* Intervenes and quickly support systems issues.
* Implements operational processes and prioritizes service requests to provide a high level of student service.
* Supports Enrolment Services team to evaluate current processes and identify practices to fully utilize system capabilities.
* Conduct research on software and hardware products and make purchasing recommendations including cost-benefit analyses to senior management to improve efficiency and meet departmental goals.
* Creates implementation plans documenting activities required to support new processes or procedures.
* Keeps current on practices within the industry, recommending process improvements as appropriate.

##### Systems Administration

* Leads systems support, recommendations, and implementation of systems changes to meet service needs across multiple platforms and systems. Provides guidance and training on systems and acts as the technical systems subject matter expert to the full Registrar’s Office team.
* System lead for MyCreds, including review and implementation of system updates, communicating changes and providing training to the Enrolment Services team to mitigate errors and service interruptions. Leads the implementation and testing of newly installed features. Responsible for troubleshooting system issues and working with Digitary as required to resolve.
* Continued monitoring of systems and alerts users of network and system outages, provides regular updates while working to return to functional service.
* Works closely with Enrolment Services team to ensure process documentation is updated relating to system changes.
* System lead for Self-Service including maintenance and updating of all information within the system. Works in collaboration with the Records team, Academic Advising and Graduate Studies to adjust messaging and prompts to students within the platform as needed.
* Responsible for maintenance and ongoing updates of Academic Calendar Software, including development of new forms and workflow.
* Supports transition and training activities for the Enrolment Services team upon project implementation.
* Leads requirements analysis, test scenarios, audits and data review to ensure successful operation of all systems.

##### Other

* Provides high-level guidance and advice to the Registrar and Associate Registrar(s) regarding systems and related changes to processes, procedures, and regulations.
* Prepares complex reports and analyses for the department and senior management related to all systems. Acts as the lead on maintaining and improving current reports, as well as developing new reports to meet department and university needs in all systems.
* Manage multiple concurrent projects responding to administrative process needs, reporting on key points in the process.
* Represents the Office of the Registrar both internally and externally on working groups and committees.
* Provides consultation to support planning and policy formulative and decision making in the Office of the Registrar related to multiple systems.
* Works closely with Associate Registrars to develop Office of the Registrar process and policies to support operational objectives. As the technical subject matter expert in the department, provides high-level advice and information in the development of policies and processes.
* Participates in institutional communities of practice with counterparts in other portfolios to contribute to overall institutional practices.
* Assists with institutional recruitment and retention efforts by participating in internal and external events.
* Flexible work schedule, including evenings and weekends.

#### Education Required:

* Honours Bachelor’s Degree (4 years) in Operations Management, Business Administration, Information Technology or equivalent education and experience.
* Master’s degree preferred.

#### Experience/Qualifications Required:

* At least five (5) or more years of directly related progressively responsible experience in a registrarial environment including experience with student records and registration.
* Strong project management capabilities
* Strong knowledge of software systems, including Student Information systems, Academic Calendar software, service management systems and transcript and letter systems.
* Colleague ERP experience is required.
* Ability to quickly learn business processes and understand business needs.
* Demonstrated ability to manage multiple projects and schedules in an academic setting.
* Demonstrated excellent interpersonal, communication and customer service skills required.
* Ability to prioritize competing job requirements effectively to ensure deadlines are met.
* Demonstrated ability to work independently or as a member of a team required.
* Demonstrated intermediate level proficiency in the use of MS Office (specifically Word, Excel, Access).
* Ability to work accurately in stressful conditions within tight deadlines required.

#### Supervision:

* No formal supervision of others is required.

**Job Evaluation Factors:**

##### Analytical Reasoning

Analysis of systems to ensure processes are fulfilling university regulations, and that administrative processes are running efficiently and effectively. Acts as the departmental lead for multiple systems (Colleague Student, Self-Service, MyCreds, Coursedog etc), requires a high-level understanding of all and must be able to problem-solve/troubleshoot through system development, implementation, regular maintenance and system errors or outages. Oftentimes errors/issues may be novel and require using judgement, best practice, and technical expertise to develop work-arounds or interim solutions while working to fully resolve problems and mitigate the issue from returning. Work planning often requires adjustments to plans/priorities. A high level of analytical reasoning is required to problem solve, recommend system and process updates/efficiencies and stay up to date on changing/emerging technologies/best practices.

##### Decision Making

Uses judgement to determine impact of situation. Must be able to react quickly to take action for system outages and widespread issues, making fast decisions to mitigate impacts and return to service. Decisions require the ability to understand the multiple diverse software used and determine appropriate solutions to issues. Makes recommendations to Senior Management regarding system changes, business processes and compliance with university regulations which require complex technical knowledge/skill

Works independently in planning, implementation, review, and documenting of processes by interpreting government policy,university regulations, and industry best practices. Provides systems support for staff and academic advisors to ensure effective implementation of regulations as it relates to systems within the Office of the Registrar.

There is a high level of autonomy and independence in decision-making as they are the technical subject matter expert. Supervisor and other senior management rely on the knowledge and competence of the Business Analyst to make decisions.

##### Impact

Significant impact beyond the department including on student and administrative population if systems are not functioning. Students may be unable to register for courses causing interruption and loss of time to colleagues across multiple areas and potential impact to University’s reputation.

##### Responsibility for the Work of Others

No direct responsibility, but main resource to the whole department on the maintenance and issues management with current systems, but also with any future systems or technology. Responsible for training of system users.

##### Communication

Internal:

* Office of the Registrar staff
* Information Technology staff
* Business Analysts in other units
* Works closely with IT to lead system setup and technical implementation for registration and records systems.
* Senior Management

External:

* Service providers
* Vendors
* IT consultants
* Staff at other institutions

##### Motor/ Sensory Skills

Requires a high level of fine motor skills, dexterity, precision and coordination related to computer skills.

##### Effort

Mental:

* High degree of mental effort required, significant periods of focus
* Regularly responsible for multiple complex issues at the same time
* Responds to issues as they arise
* Requires multi-tasking and prioritization to ensure matters are handled in a timely manner
* Must be responsive and provide guidance to staff when university or government regulations change
* Must interpret complex policies and regulations
* Respond suddenly in high-pressure situations to provide guidance and support to staff

##### Working Conditions

Physical

* Keyboarding and long periods of sitting

Psychological

* Changing deadlines
* Lack of control of work when issues arise, time pressure and work may involve dealing with frustrated colleagues when systems down or not functioning appropriately
* Multiple competing demands
* Evening/weekend work