The Senior Functional Analyst, Information, Records & Registration, provides operational support to systems users in different business areas of Student Enrollment. The incumbent takes a lead role in the investigation and troubleshooting of SIMS issues; and conducts and facilitates application testing as related to bundles and maintenance pack as well as other configuration and software changes. The Senior Functional Analyst develops test scenarios, runs test scripts, and analyzes outcomes to assess changes; researches, analyzes, and identifies opportunities to improve business processes and efficiencies; reviews system configurations; and recommends changes to the configuration of modules and/or tables. The incumbent works collaboratively with the Associate Registrar, the Director, Business & Policy Analysis, and members of the Business & Policy Analysis team, on systems, business, and policy-related projects within the Registrar’s Office (e.g., research and evaluation of institutional and Registrar’s Office policies and procedures; review and reengineering of Registrar’s Office business processes; and evaluation and implementation of technological solutions including systems improvements/modifications and new systems). The incumbent participates in the development and delivery of training for members of the University community in matters related to the Registrar’s Office by: documenting existing practices, procedures, policies, and knowledge within the Registrar’s Office; designing, developing, and maintaining learning outcomes, training programs, and training materials; coordinating the delivery of training and evaluating learning outcomes; and liaising with administrative personnel in the Registrar’s Office, Student Services, and academic units to support the development and delivery of training programs.

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<th>Description</th>
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<tr>
<td>Systems Support &amp; Documentation</td>
<td>40%</td>
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<tr>
<td>Provides ongoing operational support to system users in different business areas of Student Enrollment. Investigates and troubleshoots SIMS issues. Conducts and facilitates application testing as related to bundles and maintenance pack as well as other configuration and software changes. Participates in the configuration of system modules and/or tables based on the requirements of business area end users, working collaboratively with the Business Analysts. Develops test scenarios, runs test scripts, and analyzes outcomes to assess changes to ensure optimal operation of student services systems. Researches, analyzes, and identifies opportunities to improve business processes and efficiencies. Reviews system configurations and recommends changes to the configuration of modules.</td>
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Works collaboratively with the Associate Registrar, and other business areas, on systems, business, and policy-related projects within the Registrar’s Office (e.g., research and evaluation of institutional and Registrar’s Office policies and procedures; review and reengineering of Registrar’s Office business processes; and evaluation and implementation of technological solutions including systems improvements/modifications and new systems).

Proactively identifies opportunities for improvements to business processes. Participates in discussions with other stakeholders and prepares documentation on the discussion outcomes.

Documents existing business practices, procedures, policies, and user knowledge within the Registrar’s Office (RO).

Recommends system security protocol by reviewing current general and specific security roles and/or policies; and by translating and defining new user/role assignments within the new software system.

Training

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Designs, develops, maintains, and assesses training programs through verification of business needs; analysis of objectives; stakeholder consultation; and effective testing for understanding.

Coordinates the delivery of training including developing training schedules, designing course materials, and delivering training sessions. Develops and organizes training manuals, multimedia visual aids, and other educational materials to enhance learning outcomes.

Responds to requests from the community on training needs. Sources professional presenters (i.e. internal staff/faculty members and external vendors) and other support materials to enhance the training program.

Conducts an evaluation system by assessing, initiating and evaluating the learning opportunities and outcomes.

Liaises with administrative personnel in Student Services and academic units to verify processes and policies/procedures related to the RO to keep up to date with changes to ensure staff are aware of changes and to incorporate changes into training materials. Liaises with SIMS business and technical staff to facilitate system upgrades and enhancements.

Projects

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Under the direction of the Associate Registrar, Information, Records & Registration, participates in a variety of systems, business, and policy-related projects including: research and evaluation of institutional and RO policies and procedures; review and reengineering of RO business processes; and evaluates and implements technological solutions including systems improvements/modifications and new systems.

D. DECISION MAKING

i) Give some typical examples of the most important decisions the incumbent is expected to make in carrying out the duties and responsibilities of the position. To what extent can the incumbent rely on established policies or advice from others in making these decisions?

- Investigating system problems and errors.
- Conducting and facilitating application testing.
- Participating in the functional configuration of system modules and/or tables based on the requirements of business area end users.
- Developing, coordinating, and assessing training programs.

ii) Give some examples of the types of decisions the incumbent would refer to his/her supervisor.

- Controversial issues regarding business practices.
• Decisions beyond the scope of University and departmental policies.
• Requests for customization or system upgrades.
• Approval of requests for system access rights.
• Final approval of learning outcomes for training programs.
• Budget expenditures.

E. SUPERVISION EXERCISED

Indicate the number of continuing employees for whom the position is responsible.

Number of continuing employees reporting directly to the position: 0*

Total number of continuing employees for whom the position has direct responsibility: 0

*Provides guidance and/or direction to co-op student(s) as required.

F. SUPERVISION RECEIVED

Describe the extent to which the supervisor determines the day to day work load of the position and assists in the completion of duties. Explain the nature of guidance received and how often work is checked or reviewed.

Works under general direction and independently prioritizes work to meet unit and project goals and objectives. Expected to work independently and exercise initiative.

G. UNUSUAL WORKING CONDITIONS

Required to work some evenings, weekends, and extended hours during peak project periods. Required to travel to other campuses.

H. ENTRANCE QUALIFICATIONS

What combination of experience, training and/or formal education do you believe is the minimum required to perform the duties of this position?

Undergraduate degree in a quantitative science, business administration, or a related discipline with three years of related experience including experience investigating systems problems and errors; the configuration of system modules; business process review; and the development and coordination of training programs, or an equivalent combination of education, training, and experience.

• Good knowledge of a range of student services business functions.
• Excellent knowledge of manual to automated business process and work-flow redesign.
• Excellent customer service and interpersonal skills.
• Excellent organizational skills.
• Excellent group facilitation and training skills.
• Excellent communication skills (oral, written, and presentation).
• Excellent analytical reasoning and problem-solving skills.
• Demonstrated skill in designing database applications for standard business processes.
• Proficient in the use of word processing, database, presentation, and spreadsheet applications.
• Proficient in the use of enterprise student information systems.
• Ability to work collaboratively in a team environment.
• Ability to exercise mature judgment, initiative, diplomacy, and tact.
• Ability to analyze and resolve problems quickly, efficiently, and collaboratively.
I. ORGANIZATIONAL RELATIONSHIPS

Indicate in the appropriate blocks the title of the position to which this position reports and the titles of positions reporting directly to it. If more detail is required, add additional blocks.