

JOB DESCRIPTION

Dept: Office of the Registrar

Working Title: Project Leader (Systems Analyst) (756)

Date: February 2018

Job Class: 16

PRIMARY FUNCTION:

To provide project management and technical expertise in support of the student information system by performing all phases of the system development and project management life cycle, technology planning, business area analysis, systems design and client support services to users of Kwantlen Polytechnic University's information and education systems.

JOB DUTIES AND TASKS:

1. Participate in technology planning:
 - a. Identify and document business situations that require technology solutions or process improvements.
 - b. Research and develop business cases including technological alternatives, cost benefit analysis, programming resources and policy/procedure enhancements.
 - c. Translates business processes into technical specifications.
2. Plan and manage systems projects:
 - a. Lead and design the development of new business processes by analyzing ERP application functionality in conjunction with an understanding of organization specific needs
 - b. Determine business feasibility, time frame and availability of resources.
 - c. Coordinate with client, Application Programmer/Analysts and other staff members to obtain commitments from all groups.
 - d. Identify, estimate and schedule project activities, assess project risk and create project plan.
 - e. Monitor and control project progress.
 - f. Conduct walk-through of system/business processes with clients.
 - g. Act as liaison between client and technical staff to ensure business requirements are properly communicated.
 - h. Train clients in the use of systems.
 - i. Assist clients in the preparation of test plans and conduct user acceptance tests.
 - j. Document user procedures.
3. Design and develop applications:
 - a. Consult with and advise clients on their operational and information needs.
 - b. Design and develop appropriate computerized technical or procedural solutions to meet client needs.
 - c. Design, develop and document technical design specifications.
 - d. Develop, test and implement new applications and enhancement to existing applications, according to design specifications.
 - e. Prepare and maintain appropriate system and user documentation.
 - f. Train and assist users during the test and implementation phases of application development.
 - g. Provide ongoing application support, including problem resolution and emergency maintenance when required.
4. Communicate with other members of the Department:
 - a. Train staff members in application troubleshooting techniques.
 - b. Conduct training/information sessions on application systems and software technologies.
 - c. Collaborate in development projects or troubleshooting sessions as necessary.

5. Perform other related duties:
 - a. Participate in planning software maintenance releases.
 - b. Evaluate hardware and software tools.
 - c. Contribute to the development of technical standards, guidelines and procedures.
 - d. Communicate with contractors and software vendors as required.
 - e. Maintains Banner controls, rules, and validation tables. Acts as a Distributed Security Manager (DSM), sets up and maintains application security for staff requiring access to Banner Student Module. Recommends revision and optimization global controls as the University evolves and/or the interaction between people and systems changes.
 - f. Maintains student data integrity and quality assurance by reviewing data acquisition business processes, data quality evaluations, and operational aggregate reporting. Maintains feedback loop as an output from reporting into the data origination cycle.
 - g. Contributes to and promotes a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

SUPERVISION RECEIVED:

Reports to the Assistant Registrar, Systems

SUPERVISION/DIRECTION EXERCISED:

1. Supervises and guides staff and external contractors in performing project related tasks.
2. Establishes goals and objectives, assigns tasks and monitors work progress.
3. Assigns, monitors and assesses the work of assigned workers through project team for quality and accuracy, and for the overall project performance.
4. Provides formal training to other employees regarding the processes of the department.

PHYSICAL ASSETS/INFORMATION MANAGEMENT:

1. Develop, enhance and maintain a multi-user information system (student information system, Banner) and education systems critical to the operation of the University
2. Handle confidential information in a responsible manner consistent with the Freedom of Information and Protection of Privacy Act.

FINANCIAL RESOURCES:

1. Provide cost estimates of software/hardware and resources in application development projects.
2. Select and recommend purchase of software, related documentation and training materials.
3. Sign for and verify receipt of purchases.

The above statement reflects the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

1. A Bachelor's degree in Computer Science, Information Technology or Analytics, plus a minimum of five years' of experience in integrating solutions and process improvement, along with three years recent related experience in or supporting the Office of the Registrar preferred, or an equivalent combination of education, training and experience.
2. Knowledge of enterprise architecture development methods including framework, principles, standards and vision.
3. Familiarity with business analysis, change management and project management, with the ability to identify/define gaps, risks and requirements.
4. Excellent interpersonal and relationship-building skills for collaborating with team members and various business units.
5. Experience in enterprise systems, including systems testing, systems and business process analysis and documentation, preferably in a college or university environment.
6. Demonstrated experience working directly with business stakeholders to identify, assess and document business requirements with the ability to transform end-user needs into technical and functional requirements.

7. Experience developing business process designs to improve efficiencies, and in the preparation of business process documentation.
8. Experience in designing systems solutions to meet business needs, including modifications to existing systems and new systems design.
9. Extensive experience in translating business requirements into detailed design specifications.
10. Ability to communicate effectively both verbally and in writing with a diverse range of people and situations.
11. Excellent organizational skills, including the ability to set priorities and meet deadlines.

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