PEA Job Description

1. Position Identification

Position Number: 991758, 992200, 992199, 993176, 993452, 994811, 994812, 994813, 999089

Position Title: Business Analyst

Department: OREG

Reports to: Director of Registrar Information Systems

Number of Direct/Indirect Reports: Direct____0___ Indirect____0____

Classification Level: SG13

Current Incumbent (if applicable): 

Last Updated: September/2019

2. Position Summary

Student Affairs at the University of Victoria helps to transforms students’ lives by supporting and inspiring the highest standards of student learning and success, community engagement and staff development. The Division is comprised of over 30 reporting units in six departments: Athletics and Recreation, Campus Services, Indigenous Affairs, Office of the Registrar, Student Recruitment and Global Engagement, and Student Services. The comprehensive and integrated range of services we provide make Student Affairs one of the most dynamic and diverse divisions on campus. Together, we support UVic’s vision “to be a university of choice for outstanding students, faculty, and staff from BC, Canada, and around the world”.

As part of the larger Division of Student Affairs at the University of Victoria, the Office of the Registrar (OREG) places students at the centre of its operations in the provision of core institutional services and systems. The services offered by OREG include undergraduate and graduate admission, registration, course/exam scheduling, academic records management, curriculum/calendar, scholarships/financial aid and graduation. The Office of the Registrar collaborates closely with academic and administrative partners as well as external stakeholders to provide outstanding service and support to students, parents, faculty and staff.

The University of Victoria is one of Victoria's largest employers and one of Canada’s best diversity employers. Together we are more than 5,000 dedicated faculty, librarians and staff supporting the University of Victoria’s diverse academic programs, world-class research and commitment to civic engagement.

Reporting to the Director of Registrar Information Systems, the Business Analyst provides support to OREG in the delivery of core operational services to units within OREG and the campus community by:

• Assisting in the analysis of current OREG business processes.
• Creating ad hoc reports for requested student information.
• Facilitating the implementation of change to Student Information Systems (SIS), e.g., Banner, FAST, and View Cat.
• Maintaining a SIS application portfolio.
• Supporting other key initiatives and other duties as required.

3. Key Responsibilities and Expectations

<table>
<thead>
<tr>
<th>Key Responsibilities</th>
<th>Expectations:</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of time</td>
<td></td>
</tr>
</tbody>
</table>
| Support & Maintain SIS Application Portfolio 30% | • Maintain test plans and documentation on specific SIS applications and internal processes.  
• Provision and de-provision access to SIS applications using administrative interfaces.  
• Maintain, monitor, and configure SIS applications to allow for general use by students, administrative and academic units.  
• Report to supervisor any issues or bugs discovered through the use of a SIS application for prioritization, resolution, and possible escalation.  
• Attend in-person or virtually vendor led SIS conferences, committees, consortiums, development partner groups, and training sessions to provide input to and stay current with changing functionality and technology within specific applications. |
| Developing Ad hoc Reports 25% | • Monitor Request Tracker and inform supervisor of newly requested ad hoc reports for prioritization and development.  
• Analyze database tables to ensure that the information is joined to create accurate SQL queries.  
• Utilize SQL and other reporting tools to extract data from database tables and SIS applications to produce tabular data for further analysis.  
• Make recommendations for regularly requested ad hoc SQL based reports to be automated.  
• Utilize software to further analyze and present the data in a way in which the requestor can use. Provide interpretations of the data extracted to assist in decision making.  
• Maintain an SQL script library to facilitate the re-running of regularly requested reports of student information. |
| Project Development Implementation, and Support 20% | • Collaborates and assists in the development of project plans, clarifying scope, goals, timelines, deliverables and resource implications.  
• Work with functional and technical administrative staff to facilitate testing of new functionality and ensure that new changes made to existing SIS applications meet the identified scope and development parameters.  
• Facilitate communication between functional and technical administrative units.  
• Communicate regularly to supervisor, client groups, project coordinators, and other stakeholders with project status updates and reports for critical project milestones. Develop documentation for newly developed functionality and SIS applications. |
| Business Process and Systems Analysis 15% | • Facilitate requirements gathering sessions to document business processes and write system specification documents.  
• Consult with University Systems to understand the technical framework of a SIS application to guide requirements gathering sessions.  
• Write reports outlining current business processes and suggestions for business process change.  
• Review existing technical and other related documentation to make recommendations on the use and proper configuration of SIS applications.  
• Review the current configuration and use of SIS applications to make recommendations on its continued use. |
| SIS User Support and System Troubleshooting 10% | • Monitor Request Tracker trouble ticket queue to identify and resolve issues related to OREG supported SIS applications. |
• Report production technical issues and SIS application improvement requests to the supervisor for review, prioritization, and escalation.
• Escalate production technical issues to University Systems to work toward resolving urgent production issues for SIS applications.

4. Classification Factors:
Problem-Solving:

Effective analytical and problem solving skills are essential for this position to:
• Resolve complex issues that are related to the configuration of student data (as it relates to a student’s academic record).
• Fix issues and bugs experienced related to the functional use of SIS applications.
• Suggest new and review existing business processes.
• Assist in the development of new modifications to existing administrative systems.

The Business Analyst:
• Reviews tickets submitted via the Request Tracker system to identify and investigate reported functional issues, bugs, and error messages related to the SIS supported by the OREG and take the appropriate action to resolve the identified issue.
• Utilizes the administrative side of SIS applications to setup and maintain the application for general use and resolve issues in order to support complex business practices impacting the management of student information.
• Reviews the UVic Calendar and related academic policies to interpret student data to ensure that it accurately reflects the student’s academic record.
• Creates new and utilizes existing complex SQL queries to produce reports to analyze specific issues, as well as review and identify student data to ensure that SIS applications are correctly configured and accurately reflect a student’s academic record.
• Collaborates with both functional and technical staff to gather system requirements and perform business process reviews to determine the correct configurations of SIS applications and recommend new methods and procedures.
• Recommends the correct configuration of student data to other units to ensure consistency between student records.

Responsibility for Financial & Material resources:

The Business Analyst is responsible for the on-going configuration, functional administration and interpretation of the electronic student records maintained by the Office of the Registrar. Examples include running regular SQL queries and utilizing other reporting tools to analyze and discuss student records to assist in further analysis by administrative areas.

OREG has over 100 computers and maintains several student information systems. This position makes recommendations concerning software, software renewal/upgrades, to enhance operational efficiency and meet functional needs.

No budgetary or financial responsibilities.

Responsibility for Human Resources:

No formal supervision is exercised at this level.

The Business Analyst provides functional and technical guidance to other team members, administrative units, and project teams on the following:
• Interpretation of student data based on a student’s academic record and the UVic Calendar,
• Development of SQL queries,
• Modification and review of OREG business processes, and
• Maintenance of specific SIS applications and related modules.

The Business Analyst works within defined policies and procedures, and receives objectives and priorities set by the supervisor to meet the needs of administrative and academic units.

Guidance is readily available. Work output is reviewed periodically by the supervisor for progress and effectiveness and within the unit for accuracy.

The Business Analyst may provide support to hiring committees by providing input into the selection of a successful candidate.

**Impact of Decisions and Actions:**

Individual actions and decisions have a large impact on administrative and academic units regarding determination of objectives and projects related to the:
- Structure of electronic student records.
- Implementation and use of SIS applications.
- Report interpretation and output.

**Independence:**

The Business Analyst is able (within the context of defined policies and procedures as well as priorities set by the supervisor) to propose and resolve issues based on their subject matter expertise, e.g., within areas of student admissions, records, processing, and financial aid, to meet the needs of administrative and academic units.

### 5. Summary of qualifications:

This position requires a post-secondary degree with a minimum of six year's related experience with an emphasis on:
- the use of technology and computer systems (e.g., Computer Science or Health Information Science) and/or
- demonstrated equivalent work experience within a Registrar’s (or related) Office or with the administrative use of an Enterprise Resource Planning (ERP) system used to manage, store and process large data sets.

An equivalent combination of education and experience may be considered.

In addition this position requires:
- Ability to develop complex reports using a combination of software
- Excellent analytical, critical thinking and problem solving skills
- Excellent organizational skills and the ability to manage several projects
- Excellent communication skills, both written and verbal
- Ability to document requirements for the recommendation of new business processes
- Ability to work independently and collaboratively in a team environment
- Proven track record achieving project goals on time and produce deliverables of a high quality
- Ability to work effectively with a diverse population and with all levels of university personnel

Willingness to adhere to and support the Office of the Registrar’s Team Charter values which are:
- Accountability
- Collaboration
- Community
• Diversity
• Forward Thinking
• Respectful Interaction & Communication

Experience with any of the following would be considered an asset:
• Banner Student (or other SIS)
• Infosilem (or other timetable management systems)
• Millennium FAST (or other third party reporting systems)

<table>
<thead>
<tr>
<th>Employee's Signature:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager's/Supervisor's Signature</td>
<td>Date:</td>
</tr>
</tbody>
</table>