Algoma University is committed to undoing systemic and institutional discrimination and being publicly transparent and accountable. Diversity, equity, and inclusion are fundamental to our Special Mission. In keeping with the Seven Grandfather teachings that are the core values that inform our decisions as an institution, we are committed to creating a welcoming, inclusive, respectful, and safe environment where everyone belongs. We live these values through the strength and richness that diversity brings to our workforce and welcome contributors from equity-deserving groups including: Indigenous Peoples, Black and racialized persons, women, Persons with Disabilities, 2 Spirit, Lesbian, Gay, Bisexual, Transgender, and Queer persons.

**Job Title:** Academic Systems Specialist  
Staff Bargaining Unit

**Position Status:** Permanent, Full-time (35 hours/week)  
OSSTF

**Department:** Office of the Registrar (OR)

**Supervision Received:** University Registrar

**Location:** Sault Ste. Marie or Brampton, ON

**PRIMARY FUNCTIONS:**

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<tbody>
<tr>
<td>A.</td>
<td>Systems Coordination</td>
<td>40%</td>
</tr>
<tr>
<td>B.</td>
<td>Scheduling / Registration</td>
<td>30%</td>
</tr>
<tr>
<td>C.</td>
<td>Reporting</td>
<td>20%</td>
</tr>
<tr>
<td>D.</td>
<td>Other Duties</td>
<td>10%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td><strong>100%</strong></td>
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</table>

The Academic Systems Specialist serves as a key leader in the Office of the Registrar (OR), with direct responsibility for technology, data reporting, and operations. Responsibilities include, but are not limited to, maintenance and integration of the Student Information System (SIS), writing functional reports, examination and course scheduling, data mining, data integrity resolution, and collaborating with other administrative units such as Student Recruitment, Innovation and Technology, and the Financial Aid Office. The Academic Systems Specialist participates in the planning and implementation of innovative and technical solutions to further service the mission of the Office of Registrar, as well as the Algoma University community. The position works collaboratively with the Department of Innovation and Technology in the maintenance and enhancement of the student records system and performs a variety of duties to support and automate the operations of the OR. The Academic
RESPONSIBILITIES:

A. Systems Coordination (40%)

- Ensure effective functioning and maintenance of the Student Information System and related solutions.
- Understand the academic rules and systems logic to ensure the alignment of systems to academic regulations and processes.
- Implement and interpret academic policies within the Student Information System.
- Troubleshoot system programs, conducting appropriate research and coordinating solutions with the Office of Innovation and Technology.
- Support the Registrar-related aspects of, and create processes within, the Student Information System to manage workflow and system efficiency.
- Responsible for all system set-up related to registration including registration rules, configuration setting, section-specific control, etc.
- Review the current status of systems/applications and prepare recommendations to the University Registrar for systems improvement.
- Acts as the primary liaison between the Office of the Registrar and the Department of Innovation and Technology.

B. Scheduling and Registration (30%)

- Produce and maintain course and examination scheduling including the resolution of course/schedule registration-related issues, conflicts, and constraints.
- Configure and maintain the web administration environment for the Infosilem solution, including campus, exam, and timetabling.
- Maintain term set-up in the Student Information System.
- Plan the short and long-term development and growth of scheduling and registration services to support department needs.
- Define the long-term strategic plan for scheduling and registration in conjunction with the university’s goals and operational plan.
- Provide ongoing and future recommendations and evaluations of major SIS and registration issues.
- Identify, plan, and perform cost-benefit analyses, and recommend solutions to business challenges.
- Maintain internal relationships and expectations of service and quality control.

C. Reporting (20%)
Plan, implement, maintain, and provide reporting services and support for the following business systems:

- Recruitment
- Admissions
- Registration
- Student Accounts
- Financial Aid
- Senate committees, academic units
- Alumni
- Other departmental applications, as required

External:

- Ministry of Colleges and Universities
- National Survey of Student Engagement (NSSE)
- Consortium for Student Retention Data Exchange (CSRDE)
- Graduate survey
- Compliance reporting
- Others, as required

Integrate internally developed systems with core SaaS systems.

Actively involve end-users in the development process.

Provide hands-on training sessions, technical support, and written documentation to end users.

Create quality and accurate project documentation and conform to standard SaaS applications.

Partner with senior department staff, development teams, and other key members of the University community, to provide analytical services.

Develop technical requirements from business requirements.

Break requirements down to workable sizes and user stories.

Provide day-to-day guidance to team members for business/project initiatives.

Evaluate the impact of potential system changes on the membership and other applications.

Lead process improvement initiatives.

Interface with directors/managers to provide consultative services related to key initiatives.

Analyze reports as they pertain to the Office of the Registrar, including but not limited to, admissions, registration, data integrity, curriculum-related databases, etc.

Prepare and maintain regular data reports to be made available to the University community.

D. Other Duties (10%)

- Consult with end users to find systematic solutions to their problems.
- Train and advise end users with respect to new features and functionality within the SIS and Scheduling reporting systems.
- Provide higher-level software support to end users when escalation is required.
● Provide support and training on common business systems that require specific reporting needs.
● Provide knowledge and advice for departmental initiatives and objectives.
● Perform system administration for user accounts, shares, and security within the student information system.
● Keep respective SIS and Scheduling systems up-to-date with the latest security and system patches by working with IT.
● Ensure data integrity by testing restoration procedures.
● Ensure disaster recovery and contingency plans are in place for respective systems.
● Act as a consultant and make recommendations for SIS and Scheduling related purchases.
● Other duties, as assigned.

WORKING CONDITIONS:

<table>
<thead>
<tr>
<th>Physical Effort</th>
<th>Minimal</th>
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<tbody>
<tr>
<td>Work activities require minimal periods of physical effort, requiring a variety of muscle movements with requirements for speed and coordination.</td>
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<table>
<thead>
<tr>
<th>Physical Environment</th>
<th>Minimal</th>
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<tbody>
<tr>
<td>Minimal exposure to unpleasant/disagreeable conditions.</td>
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<table>
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<tr>
<th>Sensory Attention</th>
<th>Considerable</th>
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</thead>
<tbody>
<tr>
<td>Work requires a need to concentrate on a variety of sensory inputs for various durations requiring diligence and attention.</td>
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<tr>
<th>Mental Stress</th>
<th>Considerable</th>
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<tbody>
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MINIMUM QUALIFICATIONS

● Undergraduate degree in Information Technology or Computer Science, or equivalent,
and a minimum of four (4) years of relevant experience, or an equivalent combination of education and experience, is required.

- Certification in database management is required.
- Extensive experience with relational databases [SQL] is required.
- Excellent knowledge of a broad range of information technologies including, but not limited to, software applications, computer networks, operating systems, and the installation, configuration, and maintenance of computer systems required.
- Excellent knowledge and experience with Microsoft Windows, Office, and G-Suite.
- An eagerness to learn as new questions and situations arise, and to stay up-to-date with current news, system information, problems, changes, and updates relevant to our user community.
- Ability to adapt to new technologies.
- Ability to work in a dynamic environment and participate concurrently on multiple tasks.
- Excellent conceptual, analytical thinking, and problem-solving skills.
- Excellent customer service skills.
- Ability to work both independently and as part of a team.
- Understanding of, and ability to uphold, confidentiality.

**Salary Scale:** $67,568 to $84,460 annually

Please submit a resume and cover letter (combined PDF) to people.culture@algomau.ca no later than 4:00 p.m. on September 28, 2023.

Algoma University is strongly committed to fostering diversity and inclusivity within our community and is an equal-opportunity employer. The university invites and encourages applications from all qualified individuals who would contribute to the further diversification of our Institution, including equity-deserving groups that are traditionally underrepresented in employment (Indigenous peoples, racialized persons, women, persons with disabilities, and 2SLGBTQQIPA+ persons).

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005, upon request, accommodation will be provided by Algoma University throughout the recruitment, selection, and/or assessment process to applicants with disabilities.