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| JOB ID: | J1124-0929 |
| Classification: | Full-time Administration |
| Pay Band: | 11 |
| Pay Range: | $96,466 - $120,582 per year |
| Campus/Location: | Progress/Hybrid |
| Hours/Week: | 35 |
| Shift Schedule: | 8:30am – 4:30 pm |
| Posting Date: | November 22, 2024 |
| Closing Date: | December 6, 2024 |

Centennial College recognizes and affirms Diversity, Equity and Inclusion and Indigenous ways of knowing as central to the vibrancy and uniqueness of its learning and working academic mission. We strongly encourage applications from members of Indigenous communities and all equity-deserving groups including Women, Racialized persons, Persons with Disabilities, and LGBTQ+ communities.

We also recognize that Centennial is situated on the Treaty Lands of the Mississaugas of the Credit First Nation and pay tribute to their legacy as well as that of all First Peoples that have been and remain present here in Toronto. We recognize that First Peoples come from sovereign Nations and that part of understanding our responsibilities of residing on this territory are understanding the true history, circumstances and legacy of the Treaties signed here (such as the Toronto Purchase, Robinson-Huron Treaty and Williams Treaties) and including pre-contact Treaties and Agreements between sovereign Nations and that all peoples in this area are therefore Treaty people with obligations and responsibilities to all our relations.

## Position Summary

The incumbent is a manager in Enrolment Services (ES) within the Division of Student Experience and Success (SES) and plays a key role in advising the Director of Student Systems, Records and Scheduling, and in supporting the implementation of the immediate and long-range operational imperatives of Enrolment Services and Student Experience and Success. Accurate & efficient systems are required to enrol and monitor student progress and to provide information to senior management for decision making purposes. The manager plays a key role in providing professional and comprehensive services for ES and consults as needed with the Student Life Enhancement Division (SLED), academic managers, Facilities, Information Technology and all other units and facilities associated with supporting and implementation of systems impacting students within the College. The incumbent provides leadership in the strategic planning of projects, process improvement and oversight of implementation activities that ensure systems impacting students are deployed in a way that maximizes efficient usage, complies with industry standards, current technological advancements, is learner focused and optimized for student success.

The incumbent acts as the primary lead for Enrolment Services – Student Systems, for any special projects and ongoing projects within the Banner Student System Module of the Academic Information System (AIS), Modern Campus Registration System, CRM Advise, Recruit, Service Now (CASS), Argos and MyCreds platform. Providing business and systems knowledge from the functional and technical perspective and supports in re-engineering of workflows and processes related to these systems.

## Responsibilities

- Leading and planning IT related projects impacting student systems.
- Developing and providing feedback on architectural framework impacting the deployment of student systems.
- Implementing program improvements and maintenance of program standards within Enrolment Services and the Student Experience Division.
- Providing consultative advice on data requirements for implementations impacting student systems.
- Works closely and collaboratively with the functional areas, to optimize business processes and systems, to improve departmental as well as cross-departmental functions.
- Acts as Project Team Lead to assigned projects playing a central role in project planning and implementation, with the overriding goal of improving user experiences (student, staff) with the various information systems and business processes used by Enrolment Services and the college in general, ensuring that business process changes are aligned.
- Establishes, leads and organizes teams to conduct, in a highly collaborative manner, needs assessments to determine appropriate business process requirements.
- Ensures effective integration between existing applications and ensures new applications are effectively integrated with existing applications.
- Accountable for systems development and support for the AIS and those systems which interact with AIS.
- Accepts, assesses the need, modifies, approves, and prioritizes computer systems development and maintenance requests for the AIS.
- Works collaboratively with ITS in order to accomplish and implement any changes to the AIS. The incumbent is responsible for all functional analysis, review, and development of the criteria for all Student System changes and enhancements.
- In conjunction with the Director of Student Systems, Records & Scheduling, develops and directs the budget activity for the functional areas of responsibility.

- Manages, in partnership, all cyclical Enrolment Services activities related to or involving student systems.
- Responsible for guidance around the college's in-person academic advising and registration processes, as it relates to systems, in collaboration with the Academic Schools and Enrolment Services.
- Coordinates all related activities with all departments in Enrolment Services and other related service areas that interact with AIS (i.e. CE, Alumni, Student Assoc., Assessment Centre, Student Services).
- Manages the security of AIS and in consultations with the Director of Student Systems, Records & Scheduling, establishes and updates risk management protocols relating to Student Systems.
- Manages the communication to students and staff ensuring accuracy and availability in a timely manner
- The incumbent represents Enrolment Services on committees internally within the College, such as ERP (Enterprise Resource Planning) Working Group and OUG (Operational User Group).
- Leads and manages Enrolment Services Student Systems training & support to the Academic Divisions, Student Services, and any other college community member on Enrolment Services processes, as it relates to native AIS, reporting solution, and on-line student services.
- Provides leadership, management, direction, guidance and mentoring to all staff within their sphere of influence.

## Qualifications/Experience

- A minimum 4 year degree, ideally in any of the following disciplines – Management Information Systems, Information Systems, Information Technology, IT Project Management or related field.
- A minimum of 7 years of experience leading and planning IT related projects impacting student systems
- Certification in Project Management or related project management designation is required.
- A thorough knowledge of a student information system (Banner knowledge is a strong asset), excellent computer application skills.
- Excellent team leadership with proven ability to supervise and manage the work of others.
- Excellent PSQL writing skills.
- Experience in business analysis and problem solving within a creative, flexible and sound methodology.
- Experience documenting existing business processes, creating new processes, developing business and technical requirements.
- Experience developing and implementing change management plans.
- Demonstrated ability to deliver multiple discrete projects on time and on budget while maximizing the benefits to the organization; ability to assess outcomes of project.
- Ability to initiate, develop and maintain partnerships, relationships and regular contacts with College management, other colleges and other local public sector organizations to foster collaborative and innovative approaches to systems planning.
- Excellent oral and written communication skills, with the ability to conduct clear presentations.
- Experience implementing program improvements and maintenance of program standards.
- Ability to align operations to support strategic management goals.
- Ability and inclination to keep technical skills up-to-date and relevant.
- Experience in budget development and fiscal management for operational and project budgets.
- Strong mediation and conflict resolution skills, with an ability to reconcile diverse viewpoints by fostering cooperation and collaboration within and across various departments to affect positive changes.
- An in-depth understanding of EDI principles and experience working in diverse populations.

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*Proof of credentials or equivalencies from accredited regional or federal post secondary institutions and/or their foreign equivalents will be required at the time of job offer.*

When applying, your cover letter and résumé must include examples that reflect all of the requested skills and qualifications and **must be submitted online by December 6, 2024 at 11:59 PM EST. Please quote Job ID J1124-0929.** Misrepresentation of applicant information will be grounds for your exclusion from the competition or for dismissal should you subsequently be hired for the position. We wish to thank all applicants for their interest and advise that only those selected for an interview will be contacted.

We are committed to providing persons with disabilities equal opportunities regarding all employment activities, including access to jobs and accommodations during employment as required, in accordance with the Ontario Human Rights Code (OHRC) and the Accessibility for Ontarians with Disabilities Act (AODA).