

**Nipissing University**  
**POSITION DESCRIPTION**

<b>POSITION TITLE:</b>	Systems and Records Technologist
<b>DEPARTMENT:</b>	Office of the Registrar
<b>SALARY LEVEL:</b>	Technologist C
<b>EMPLOYMENT DEFINITION:</b>	Full-time Support Staff
<b>SUPERVISOR:</b>	Associate Registrar, Scheduling and Registration

**SUMMARY OF FUNCTIONS:**

The Systems and Records Technologist is responsible for providing systems maintenance, training and technical support to the staff in the Registrar's Office with respect to the Ellucian Colleague Student Information System (SIS). The Technologist is also responsible for the maintenance and the provision of end-user support for the Infosilem Encampus scheduling and room booking software utilized in the scheduling of all academic and non-academic events on campus. The incumbent will design public queries and reports within the SIS, Entrinsik Informer, and/or Infosilem that can be run on demand by various users to support their self-sufficiency. The Systems and Records Technologist will support and collaborate with the Registrar in the preparation of government funding claims.

**DUTIES & RESPONSIBILITIES:**

**Systems Maintenance, Support, and Data Retrieval (70%)**

- Design reports, queries, and functional solutions to support the operations of the Office of the Registrar and Academic Advising
- Review, analyze, create and update computed columns and communications parameters used in the SIS as required
- Diagnose and repair technical issues that occur within the Student Information System, Entrinsik Informer and Infosilem applications, escalating to UTS as required
- Identify and prioritize opportunities for operational improvements by analysing and evaluating existing business processes and designing appropriate systems-level solutions that reduce inefficiencies and improve the services provided to students, staff and faculty
- Act as a project leader in systems development projects initiated by the department and as a departmental representative for inter-departmental systems development projects; facilitate training as appropriate
- Compile, analyze and evaluate attrition, registration, graduation and flow through data for comparative and statistical purposes and prepare reports for the President's Office, the Deans, External Relations, and other departments as required
- Design public queries and reports within the Student Information System, Entrinsik Informer, and Infosilem that can be run on demand by various users to support their self-sufficiency
- Determine the appropriate selection criteria for mass email notifications, ensuring that only the targeted recipients will be sent the intended message(s)
- Review, format, send, and archive email messages for mass distribution ensuring links are valid and content is properly formatted in accordance with University Policy regarding the distribution of mass communications
- Maintain, test, and provide end-user support and training for the institutional installations of Infosilem Encampus Enterprise (Room Booking Software)

- Work closely with UTS to ensure consistency with design and coding practices while also ensuring application and data security standards are followed
- Act as a back-up for the Examination and Room Booking Coordinator in their absence or when extra support is required

### **Records Management and Reporting**

**(30%)**

- Perform data integrity tests and maintenance of student registration records to ensure that the data conforms to the strict Ministry guidelines for funding eligibility
- Create and maintain new degree programs and certificates in the Student Information System and determine the correct Classification of Instructional Programs (CIP) codes for funding purposes
- Generate and provide graduation and ESIS data files to STATSCAN, TEAS enrolment data files to OUAC, data files for the Canadian Undergraduate Survey Consortium (CUSC), the Manitoba Survey, the COU Graduate Placement Survey, etc.
- Assist with the generation of enrolment data files for the National Survey of Student Engagement (NSSE), the Consortium for Student Retention Data Exchange (CSRDE) as well as grad cohort survival reports
- Provide reports and coordinate access to student academic records to facilitate the audit of the University's enrolment submissions for Ministry funding
- Prepare and submit files to validate and/or request OENs from the Ministry of Education database
- Investigate and resolve mismatched OEN information and update the Student Information System and/or the Ministry of Education database accordingly
- Act as the institutional contact with OUAC regarding the EDI transcript import and export processes
- Code the major award recipients (e.g., President's, Carl Sanders, Chancellors, etc.) in SIS so that they show up on student transcripts

### ***Any other duties as assigned***

### **QUALIFICATIONS:**

**Education:** Three-year College Diploma in Computer Science or related field

*Training and/or experience may be substituted for formal academic training at the discretion of the University*

### **Training, Experience, Knowledge & Skills:**

- Three years' related work experience in a University environment
- Project planning and implementation experience
- Knowledge of computer programming, systems analysis and design, and software applications, specifically Ellucian Colleague
- Knowledge of academic regulations, policies and procedures, and government regulations
- Ability to adapt to change, take initiative, to be resourceful and dependable
- Excellent time management skills
- Strong organizational and problem-solving skills
- Ability to work under pressure and stay calm in the face of competing demands
- Ability to share technical and functional knowledge with co-workers and to communicate in a clear and instructive manner, both written and verbally
- Excellent interpersonal skills

**RELATIONSHIPS/CONTACTS:**

**Supervised by:** Associate Registrar, Scheduling and Registration

**Internal Contacts:** Staff, faculty, students

**External Contacts:**

- External Auditors
- Other Colleges / Universities
- Ministry contacts
- Vendors (Hardware and Software)
- OUAC/Infosilem
- Various survey organizations (e.g. NSSE, Manitoba, COU Graduate Placement Academica)

**MATERIALS UTILIZED:**

- Office Equipment
- Database software and reporting tools (Ellucian Colleague / Entrisik Informer)
- Academic Calendar
- Technical manuals

**PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS**

- Visual concentration/mental demands
- Regular working hours with some overtime required during peak times

**I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.**

\_\_\_\_\_  
Employee Name (please print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

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**Approvals**

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources

\_\_\_\_\_  
Date