

Nipissing University
POSITION DESCRIPTION

POSITION TITLE: Associate Registrar, Systems

DEPARTMENT: Registrar's Office

SALARY LEVEL: SL 6

EMPLOYMENT DEFINITION: Full-time Administration

SUPERVISOR: Registrar

DATE POSITION CREATED: January 2026

SUMMARY OF FUNCTIONS:

Reporting to the Registrar, the Associate Registrar, Systems, provides strategic leadership and oversight for all registrarial systems and data management operations. The Associate Registrar, Systems is accountable for the planning, development, implementation, integration, and maintenance of student information, Customer Relationship Management (CRM) and scheduling systems that support the full student lifecycle—from application through to graduation.

This position ensures the efficient delivery of registrarial services through the effective use of technology, continuous business process improvement, data governance, and system optimization. The Associate Registrar, Systems acts as the primary liaison with University Technology Services and external vendors on matters related to student systems, CRM, Scheduling and Ontario University Application Centre (OUAC).

DUTIES AND RESPONSIBILITIES:

Systems Strategy, Development, and Optimization

(30%)

- Provide leadership and strategic direction in the design, development, implementation, enhancement, and maintenance of student information systems (e.g., Ellucian Colleague, Infosilem Academic, LeadSquared CRM, OUAC, and other SIS related applications)
- Analyze business processes, identifies gaps, and recommends technological solutions to improve efficiency, automation, and service delivery
- Provide technical and operational oversight to ensure goals are met and complex issues are resolved
- Act as a consultant and subject matter expert for registrarial systems and data across all departments and campuses
- Serve as the key contact with UTS, ensuring systems integration with institutional platforms (Finance, HR, Learning Management, etc.) and compliance with security and audit standards
- Lead and contribute to large-scale technology projects and system upgrades, including user acceptance testing, data migration, and implementation, (e.g. OUAC)
- Remain current on emerging technologies, best practices, and government or institutional changes impacting registrarial systems
- Oversee data access protocols, security roles, and permissions for all student information systems
- Ensure a user-centered approach to system design, documentation, and training

Data and Enrolment Management

(30%)

- Collaborate with academic departments and the Registrar's leadership team to align registrarial processes with institutional enrolment strategies

- Implement policies and processes to promote fairness, accessibility, and efficiency in registration and data collection
- Monitor enrolment trends and provides analyses to support academic planning and decision-making
- Oversee communication workflow, ensure alignment with policy
- Ensure the integrity of student records and processes, including adherence to Ministry funding requirements and proper implementation of curriculum changes
- Develop, test, and maintain automated reporting tools and dashboards for operational and strategic reporting
- Ensure accuracy, confidentiality, and security of all student records and data
- Collaborate with Institutional Research and UTS teams to improve data quality, standardization, and reporting practices
- Provide statistical and analytical reports supporting enrolment management, performance indicators, including recruitment and admissions
- Ensure compliance with privacy legislation (FIPPA) and university policies on records retention and access

Project Leadership & Management (30%)

- Lead business process reviews to streamline registrarial workflows and improve the student and staff experience
- Promote a culture of continuous improvement through the adoption of best practices in change management, project management, and business analysis
- Develop documents current and future state process maps, project plans, and communication strategies
- Work collaboratively with functional and technical teams to test and implement process and system changes
- Evaluate the impact of system enhancements and ensures adequate training and communication for users
- Resolve concerns or issues brought forward by employees
- Participate in the hiring of new employees within the department
- Provide training and oversee the orientation of new employees
- Participate in the Annual Performance and Development Process
- Provide coaching and mentoring to staff

External and Cross-Institutional Relations (10%)

- Represent the University on external committees and working groups related to systems, and data management
- Maintain professional relationships with vendors, peer institutions, and regulatory agencies
- Share best practices and participates in inter-institutional collaborations to advance system capabilities and data standards

Other duties as assigned.

QUALIFICATIONS:

Education: A Bachelor's degree in Computer Science, or a related discipline. A professional certification in Business Analysis, Project Management, or Change Management is an asset.

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

Training, Experience, Knowledge & Skills Required:

- Minimum of five (5) years of progressive experience in a university or complex institutional environment, with a focus on student information systems, and registrarial operations
- Demonstrated leadership in system development, process reengineering, and data governance
- Proven success leading cross-functional projects and implementing large-scale IT initiatives
- Advanced knowledge of student information systems (e.g., Ellucian Colleague, Infosilem Academic and CRM systems)

- Strong understanding of registrarial functions including admissions, registration, scheduling, grading, records, and reporting
- Demonstrated ability to analyze complex systems and translate business needs into technical solutions.
- Superior organizational, analytical, and project management skills
- Excellent communication and interpersonal abilities; able to build effective relationships with diverse partners
- Commitment to equity, accessibility, and continuous improvement
- High degree of initiative, judgment, and accountability

RELATIONSHIPS/CONTACTS:

Supervised by: Registrar

Positions supervised: Systems & Records Technologist

Internal Contacts: Students, staff, faculty

External Contacts:

- Ministry of Training, Colleges and Universities (MTCU)
- Provincial Committees
- Ontario Universities' Application Centre (OUAC)

MATERIALS UTILIZED:

- General Office Equipment
- Policies & Procedures Manual
- Academic Calendar

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:

- Intense visual, listening and mental concentration
- Frequent and unexpected interruptions
- Light to sedentary demands

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

Approvals

Supervisor

Date

Human Resources

Date

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Date