

Class No.:	
Original Date:	
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CLASS SPECIFICATION

Registrar's Office Functional Analyst

NATURE AND SCOPE OF WORK

The primary function of the Registrar's Office (RO) Functional Analyst is to serve as team member in supporting business process development and technology projects. The Functional Analyst assists in collecting and analyzing requirements for new systems or systems evergreening, assists in tracking, and monitoring project work plans. The RO Functional Analyst receives direction and reports to the Director, IT Strategic Projects.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Assists in business systems and procedures analysis to evaluate business processes for efficient use of systems, and the championing of new technologies.
- Assists with technology projects including: analyzing individual process components, identifying problem areas, recommending and implementing business process improvements, coordinating testing activities, and reporting on results.
- As a member of the team, this role assists systems and process improvement, developments and growth requirements associated with technology projects. Liaises with other departments as required and acts as a subject matter expert. This role will support the team in investigating business processes, providing change management assistance, assessing business needs and providing recommendations.
- Gathering and analyzing systems data and preparing reports to facilitate its use for project management.
- Utilize systems thinking and understand the interdependencies involved in the larger system.
- Documents new or modified automated processes.

- Assists in developing and creating training manuals and procedures relating to new technologies implemented.
- Participates in training employees in new and existing policies, procedures and systems.
- Thorough knowledge of data structures, web content management systems and relational databases.
- Provides general project assistance where required.
- Performs duties related to the qualifications and requirements of the position.
- May be required to take training and act in the capacity of a floor warden as part of the College's Emergency Preparedness Plan (Fire, W.H.M.I.S, and Earthquake).

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Thorough knowledge of Banner or other automated student record system and ability to learn software applications and to apply technical knowledge.
- Thorough knowledge of computer applications, including word processing, spreadsheet and database applications.
- Strong Ability to learn software applications, and to apply technical knowledge.
- Ability to problem-solve, organize, prioritize, and meet deadlines in a fast-paced ever-changing environment.
- Ability to interact with other departments on projects associated with software implementations and business process improvement.
- Ability to learn, and upgrade to new systems and to apply technical knowledge.
- Ability to communicate in a clear, concise manner in both verbal and written form, and to understand complex oral and written instructions and information.
- Ability to exercise initiative, flexibility and resourcefulness in the completion of work assignments, analyze situations, take initiative, make independent decisions with a high degree of responsibility and seek advice regarding decision-making where appropriate.
- Ability to research, study, learn, problem solve, resolve conflicts, and employ mature judgment.
- Ability to establish and maintain effective working relationships with a diverse group of other employees, students and the general public.

- Ability to provide a high level of customer service, to respond with tact and diplomacy to user complaints and or suggestions, and to resolve conflicts that arise from scheduling.
- Ability to maintain confidential information and handle sensitive information with tact and diplomacy.

REQUIRED TRAINING AND EXPERIENCE

- Completion of a two-year diploma or completion of two years (approx. 60 credits) of post-secondary courses focusing on management information systems, data analysis, technical reporting, process analysis or related courses preferred.
- Two years of related work experience with an automated Student Information System (i.e. Banner) in a student services-related function.
- One year of relevant work experience as a functional/business analyst, business process management, and/or software implementations.
- One year of experience working closely with technical teams to translate functional specifications into technical solutions.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS

None