#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Housing Business Systems Analyst

**Job Number:** A-437 | VIP: 1725

**Band:** OPSEU- 11

**NOC:** 2171

**Department:** Student Housing & Residence Life

**Supervisor Title:** Assistant Director, Residence Operations & Services

**Last Reviewed:**  February 17, 2022

#### **Job Purpose:**

Reporting to the Assistant Director Residence Operations & Services, the Housing Business Systems Analyst position operates with a high level of autonomy to lead design thinking activities working with students, end users, and campus partners to implement systems, technology solutions, and/or business process improvements using data-informed practices.

Working with IT and campus partners, this position analyzes, evaluates, recommends, and develops systems for problem resolution, expansion, optimization, or integration. As part of this work, the incumbent will prepare and maintain system documents, operating procedures, information risk and security management protocols, specifications, works plans and records. This position receives and manages confidential, personal, and proprietary information using sound judgment responsible to ensure policy and legislative requirements are achieved.

#### Key Activities:

##### Business Systems Analysis

* Meet with decision makes, systems owners, and end users to define business, financial, and operations requirement and system outcomes, and identify and resolve systems and business process issues.
* Lead design sessions in prototyping new systems for the purpose of enhancing business process, operations, and information process flow.
* Lead review sessions of existing systems and business processes. Develop and implement strategies to get the full use and benefits of system that have been previously deployed.
* Identify and establish scope and parameters of systems analysis in order to define outcome criteria and measure-taking actions.
* Collaborate in the planning, design, development, and deployment of new applications, and enhancements to existing applications.
* Conduct research on software and hardware products to justify recommendations and to support purchasing efforts
* Prepare and deliver reports, recommendations, or alternatives that address existing and potential trouble areas in operating systems across the organization.
* Create system design proposals.
* Perform cost-benefit and return on investment analyses for proposed systems to aid management in making implementation decisions.
* Ensure compatibility and interoperability of in-house computing systems.

##### Systems Administrator

* Serve as the institutional administrator for the Student Housing management system (StarRez). This includes administering the system for the following user groups: Student Housing & Residence Life, Conference Services, TrentU Card, and Student Affairs.
* Work extensively with StarRez housing information system to set up and maintain modules, and reporting. Manages requests on improvements to system from various departments. This includes troubleshooting issues expressed by users and administrators, communicating with and managing StarRez and IT tickets as necessary
* Works directly with IT on StarRez integration with Colleague and APIs
* Lead and develop complex reports for the Assistant Director that detail business process reviews that have taken place and the recommended action plans
* Manage all software updates and upgrades, ensuring coordination with campus partners and software provider
* Lead the department in the analysis of the housing management system and recommendations for moving forward and modernizing the system
* Receives requests from department users for modifications, tracks requests, and processes requests with service provider
* Acts as a subject matter expert and resource for the housing software system (StarRez)
* Lead the user groups who utilize the housing management system in the transition to the new housing management system web-based platform
* Ensures the accuracy and correctness of the housing software system and related processes/procedures
* Manages the accuracy of information contained in the system by running periodic audits
* Responsible for all annual administrative updates to the system including but not limited to updates to the application and admissions, billing and fee, facilities and student conduct information, conferences platform and the student portal
* Supports users in the application of the housing management system and the analysis of business processes in order to provide solutions or opportunities to automate tasks where applicable
* Implementation of new modules, including adding data and information into the system, conducting system tests, and deploying the software once testing has completed
* Write and implement SQL scripts in StarRez for use by data subscription module to assist in automating tasks for all housing staff and processes. In the future this may also include writing scripts for new software systems (e.g., new application portals).
* Analyze and implement technological systems and processes for all assignments and business process in StarRez
* Alert system users of network and system outages and the resonation action plans that are in place

##### Decision Support & Reporting

* Produces complex queries, exports, reports, analyses and lists to meet the needs of the department and user groups using integrated systems and data visualization tools (Power BI, Tableu, Zoho analytics)
* Supports the administration of assessment and survey tools to solicit feedback (qualitative and quantitative) to improve and enhance the student experience
* Leads the production of standard reporting tools within the housing department, including monthly, quarterly and annual reports and other information based the guidelines from the Housing Leadership Team
* Prepare and distribute weekly, monthly and annual statistical reports for use in operational decision making, budgeting, recruiting, programming, etc.
* Prepare with the Financial Officer monthly occupancy and financial occupancy reports for the Housing Leadership Team
* Collects, analyzes, and interprets data pertaining to occupancy and institutional enrollment goals, providing accurate data to the Assistant Director for use in forecasting
* Exchange and provide data and information to other campus partners whose work impacts the housing operation (e.g. Admissions, Recruitment, International, Colleges, Foodservices, Financial Services, etc.).
* Distinguish reporting needs between various groups and functional users to prioritize and deliver needs accordingly
* Track function use of space to ensure timely and accurate audits with minimal effort that capture maximum occupancy
* Analyze data and develop reports on the annual housing survey (Skyfactor/EBI) for distribution within and outside the Student Housing & Residence Life department
* Collect data pertaining to occupancy and institutional enrollment goals, providing accurate data to the Assistant Director for use in forecasting
* Collect and analyze data and develop reports on assessment findings
* Provides support to the Assistant Director in relation to processes and procedures, systems development, management, and reporting

##### Systems Administrator

* Administer security settings and user access for the housing management system, in accordance with established procedures from the Assistant Director
* Develop procedures meeting legal requirements relating to the safeguarding of student information within all department software platforms
* Regularly conduct system penetration tests, disaster recovery simulations and other simulated emergency exercises to assess overall readiness of all housing software platforms.
* Develop and maintain a housing IT disaster recovery, business continuity and emergency operations plan to integrate with the overall university risk management practices.
* Conduct risk analysis of external vendors, internal processes and departmental practices to assess operational security risk.
* Act as the primary point of contact for any information security issues and manage security related events in accordance with internal policies and established best practices.
* Provide training and information to all users on the safeguarding and protection of data
* Conduct regular audits to identify and create solutions for possible security risks
* Ensure proper procedures are in place for the storage or sensitive student data and information

##### Other

* Perform work related to special projects within housing (e.g., implementation of new software systems, assessment processes and procedures, etc.)
* Under the general direction of the Assistant Director, develops, revises, and implements memorandums of understanding for the use of the housing software system (e.g., Conference Services, TrentU Card Office, Student Affairs, etc.)
* Represents the department on committees, task forces, and working groups as required
* Upholds residence agreement and policies when necessary
* Participate in planning and execution of move in/move out processes, working collaboratively with housing services staff
* Be knowledgeable of emergency response procedures and implement as required
* Participate in departmental meetings and committees as required
* Other duties as required

#### Education Required:

* Honors University Degree (4 year) in Business Administration, Computer Science, or Management Information Systems is required.
* Business Analyst certification is considered an asset.

#### Experience/Qualifications Required:

* Five years directly related experience. Preference given to candidates with multiple years of experience in a post-secondary housing setting.
* Proven experience in overseeing the design, development and implementation of software and hardware solutions, systems, or products.
* Significant experience implementing and troubleshooting web-based applications.
* Training and experience in website design and server-based programming including HTML, JavaScript, CSS, PHP and XML.
* A strong understanding of networking technologies and their interaction with web-based applications.
* Extensive practical knowledge in importing data for use in report software, spreadsheets, graphs, and flow charts.
* Demonstrated experience with data collection, report design and application of data analytic tools (Power BI, Pivot tables, dashboards, or other data visualization platforms)
* High proficiency in database/spreadsheet (MS Access/MS Excel) software; knowledge of core software applications, including StarRez an asset.
* Excellent data analysis skills, documenting workflows, developing process maps, and the ability to translate data into recommendations and concise reports.
* Proven experience in the operation and analysis of database and systems design/architecture, as well as data retrieval methodologies to achieve user needs.
* Demonstrated project management skills.
* Excellent analytical, mathematical, and creative problem-solving skills.
* Excellent written and oral communication skills with the ability to communicate ideas in both technical and user-friendly language.
* Excellent listening and interpersonal skills.
* Logical and efficient.
* Keen attention to detail.
* Ability to conduct research into systems issues and products as required.
* Highly self-motivated and directed.
* Ability to effectively prioritize and execute tasks in a high-pressure environment.
* Strong student-centric orientation.
* Demonstrated ability to work independently and success in a team oriented, collaborative environment.
* Understanding of Freedom of Information and Protection of Privacy Act and implementation.

#### Supervision:

No formal supervision of others is required.

The incumbent will:

* Act as a consultancy role on matters related to business process design, leveraging systems and reporting tools, and technology implementation
* Develop workplan (i.e., identifying work requirements of the unit and dividing work)
* Lead project teams or working groups towards a defined objective
* Provide direction and instruction as it relates to business systems, data, reporting and database administration
* Recommend training and development
* Contribute to new skill development, providing guidance and instruction

**Job Evaluation Factors:**

##### Analytical Reasoning

Analysis is required in examining and evaluating the complex, multi-faceted needs and concerns of the department and user groups by clarifying student, staff and business operating requirements, evaluating established workflow procedures and practices internal and external to the department, and assessing options to determine the most efficient means to meet objectives within the information policies of the organization. Support of these business and systems analysis services requires the ongoing assessment and adaptation of new technologies as they pertain to the evolution of student housing and residence life business units.

##### Decision Making

Position will operate with a high level of autonomy and independence to execute responsibilities and lead related projects to implement continuous improvements demonstrating diversity in types and complexity of decisions. The incumbent will establish the framework and process to execute the business and systems analysis often operating without established practices but within defined policies.

Work independently to facilitate workshops with stakeholders and students living in residence to research, design and implement improvements to the residence application portal and internal processes to meet the needs of students and staff.

Consult with the Housing Leadership Team to gather reporting and data visualization needs. Research appropriate systems and tools to fulfill needs in collaboration with IT and Institutional Research to ensure alignment with institutional products. Analyze system attributes and recommend the appropriate tool. Implement use of the tools including staff training and amendments to current processes and process maps.

##### Impact

Impact on the organization is likely to extend to other departments and also have some effect on and extend to multiple clients and service partners: errors are not easy to identify and correct and would cause interruption and loss of time to colleagues and work groups, not only within the same section, but in other departments, Errors that do undetected may affect recommendations, decisions, or actions, leading to a minor negative impact to the whole organization.

##### Responsibility for the Work of Others

The position is not directly or indirectly responsible for the work of others.

##### Communication

Internal:

On-going communication with Student Housing & Residence Life, Conference Services, TrentU Card, and Student Affairs University Administrators and support staff providing consultation in assessing business systems and report requirements and making recommendations, including persuading stakeholders and supporting the change management process.

External:

Regular contact with third party software vendors and information hosts outside the institution.

##### Motor/ Sensory Skills

Job duties include keyboarding throughout the day; dexterity requires a high level of precision.

##### Effort

Mental:

Effort required includes mental demands such as visual attention and sustained concentration, for hours at a time on a weekly basis, to input and/or verify the accuracy and completeness of detailed information contained in reports, spreadsheets, databases, or programming code. The level of effort is increased with frequent interruptions and distractions over which the job has little control. The total effort leads to some fatigue.

Physical:

Occasional effort requires the disconnection of computer hardware (CPUs, monitors, other devices) and carrying then from Residence offices (Blackburn Hall, Service Centres, Facilities Office) to IT for servicing. Once service is complete the items are then returned and re-connected.

##### Working Conditions

Physical

* Keyboarding can result in carpal tunnel syndrome
* Long periods of sitting result in joint stiffness and back strain

Psychological

* The working conditions include dealing with strict deadlines and little control regarding pace of work that results be required to work outside the normal workday schedule
* Deadline/time pressures during peak periods and transitions associated with the Student Housing & Residence Life cycle
* Conflicting work priorities. Client priorities often change
* Multiple competing demands from clients