



## Registrar Systems Coordinator

Position Title: Registrar Systems Coordinator

Division: Registrar's Office

Classification: System's Analyst 3

Supervisor's Title: Registrar

### POSITION SUMMARY

Reporting to the Registrar, the Registrar's Office Systems Coordinator coordinates and supports Registrar's Office systems, technology initiatives, and process improvement projects. The incumbent translates business needs into effective system solutions, supports implementation, testing, training, documentation, and ongoing maintenance activities, and works collaboratively with stakeholders to improve service delivery, data accuracy, operational efficiency, and compliance with institutional and regulatory requirements.

### RESPONSIBILITIES AND ACCOUNTABILITIES

- Coordinate and support Registrar's Office systems, technology initiatives, and systems-related projects.
- Translate business requirements into system solutions and coordinate implementation activities.
- Perform and coordinate tasks associated with system implementations, upgrades and enhancements, including requirements analysis, testing, deployment and post-implementation support.
- Facilitate successful adoption of systems, technology initiatives, business processes and best practice through stakeholder engagement, communication, training, and change management activities.
- Develop and maintain system documentation, procedures, and user guides.
- Provide technical and functional support to users and deliver training on systems and processes.
- Identify opportunities for system, process, and service improvements and recommend solutions.
- Monitor system functionality and data accuracy, investigate issues, and recommend corrective actions
- Develop and implement quality assurance and validation processes.
- Support institutional data submissions and record activities, ensuring accuracy, compliance, and adherence to regulatory, reporting, and best practice.
- Perform systems and data routines and maintenance.
- Support integration activities between the Student Information System and related applications.
- Review, document, and maintain business processes and operational procedures.
- Analyze, document, and optimize Registrar's Office business processes and workflows to improve service delivery, efficiency and quality.
- Coordinate with other College departments on projects, systems and data matters.
- Other Related Duties as assigned

### KEY RELATIONSHIPS (attach relevant organizational chart(s))

Staff Positions Directly Supervised	0
Staff Positions Indirectly Supervised	0

The incumbent may work with the following:

Registrar's Office, academic leaders, school administrative staff, college departments and committees, vendors, other post-secondary institutions, and other internal and external stakeholders.

**KNOWLEDGE, SKILLS, ABILITIES, OTHER**

**QUALIFICATIONS**

- Post-secondary education in a relevant field; or equivalent combination of education and experience.
- Knowledge of Student Information Systems, with experience using Ellucian Colleague considered a strong asset
- Knowledge of post-secondary administrative processes, Registrar's Office operations, and applicable regulations.
- Experience leading or supporting system and process improvement projects.
- Proficiency with Microsoft 365, preferably SharePoint, including forms, lists, workflows, and process automation tools.
- Knowledge of databases, data integration, reporting tools, and data analysis.
- Strong analytical and problem-solving skills with the ability to identify issues, determine root causes, and recommend effective solutions.
- Experience developing, analyzing, documenting, and improving business processes and workflows.
- Ability to work independently and collaboratively with stakeholders to advance system, process and operational improvement initiatives.
- Strong communication, documentation and training skills.

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Employee's Signature

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Date

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Supervisor's Signature

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Date