

Job Description



Job Title:	Data Analyst
Department:	Registrar's Office
Reports To:	Director Systems, Technology and Analytics
Jobs Reporting:	None
Salary Grade:	USG 9/10
Effective Date:	September 2023

Primary Purpose

The Registrar's Office (RO) is involved in all aspects of academic life, including marketing for undergraduate student recruitment and admissions, enrolment, examinations, development and application of academic policies, and convocation.

The Data Analyst is the lead developer of reports and analytics derived from the complex student information systems (SIS) to support, facilitate, and enhance decision-making, planning, and communications for the RO and the University more broadly. This role is forward looking and is regularly assessing and interpreting data to support the current and future needs of RO stakeholders to meet and exceed their expectations.

Key Accountabilities

Data Analysis and Reporting

- Works closely with data experts to gain a sound understanding of the complexity of the RO data
- Develops and prepares reports, data visualizations and analytics in support of admissions, enrolment, academic progression and degree completion, student funding
- Develops reliable forecasting and other models to inform and support planning and enrollment modeling within RO, with GSPA and across the Faculties
- Communicate data analytics in an efficient and easily understandable way to the RO, Faculties and other stakeholders.
- Analyze data using best practice methodologies and consistent definitions to support evidence-based decision making focused on RO business practices
- Lead and support work with GSPA (and their Data Analyst) to provide consistent and efficient solutions for both units
- Work with Institutional Analysis and Planning and other campus partners to support institutional analyses of RO activities
- Develop and maintain standardized method for requests, approvals, building of and sharing of reports to stakeholders
- Respond to various questions and ad-hoc inquiries from staff and stakeholders to support operational decision-making processes
- Develop solutions and reports that respond to a breadth of data needs including a reporting dashboard
- Develop and maintain queries in student data systems (Quest) for reporting and future inquiries
- Generate reports and analysis that will highlight the need for, or impact of, business process changes

Data Warehousing, Data Integrity and Processes

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- Work with RO team and campus partners to maintain and address data integrity, completeness and quality issues related to data for which the RO is a steward
- Work with IST to facilitate the efficient development, enhancement and maintenance of RO data environment (e.g. Power BI and the Data Lake)
- Work with Institutional Analysis & Planning and other campus partners in support of standardized institutional data definitions and reporting methodologies to support GSPA operations
- Ensure data within institutional systems accurately reflects underlying business processes
- Collaborate with campus partners to improve and automate data reporting and dissemination processes
- Understand the available data, systems, dictionaries, and distribution channels from multiple information systems across the University and involving multiple domains
- Research new tools, systems and practices to recommend improvements in data analytics

Leadership, Relationships, Communication and Collaboration

- Lead or co-lead specific data analytics projects, as required
- Collaborate with team members to improve and automate data reporting and dissemination processes
- Establish project priorities to ensure responsiveness to stakeholders' requests including timelines and progress to completion
- Documents projects and communicate progress to stakeholders
- Gleans information from senior stakeholders in the RO and identifies opportunities for projects and enhancements
- Develops accurate and timely reports, analytics and dashboards to convey complex information in an understandable and compelling manner, in support of the academic, fiscal and strategic planning activities in RO
- Ensures data and information is placed into the proper context by combining university data with both qualitative and quantitative environmental/external data and appropriate narrative
- Communicates with technical and non-technical users to gather data and data system requirements, reporting requirements, consolidate and document data requirements and transform into visualizations
- Providing leadership for and collaboration with university partners (Information Systems and Technology (IST), Institutional Analysis and Planning (IAP), Faculties, Data Stewards, Graduate Studies and Postdoctoral Affairs, Strategic Enrolment)
- Work collaboratively with data analysts and specialists within IAP and across campus to ensure consistency and complementarity in related reporting/analysis
- Undertake and assist in advanced and complex research, collection, organization and analysis of data and information

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Bachelor's Degree in Mathematics, Computer Science, Statistics or equivalent education and experience. Masters degree preferred.

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- A combination of education and experience may be considered

Experience

- 3+ years' experience in data analytics, data integrity, data mining and statistical analysis
- Experience with designing, implementing, testing and managing data to report and analyze trends is critical
- Experience in post-secondary education system, in particular working with the data structure of a student information system is an asset.
- Experience with project coordination with expertise in writing and advanced quantitative statistics and qualitative data analyses is preferred
- Experience analyzing financial data is an asset

Knowledge/Skills/Abilities

- This position requires strong educational and professional background in data management, statistical and other data analyses.
- Demonstrated ability to document and communicate underlying data definition
- Demonstrated ability to translate analysis results to a non-technical audience
- Demonstrated ability to translate requirements to a technical method of finding results within student data
- Demonstrated ability to work effectively in a team and independently to manage competing priorities, and to adapt to a changing environment
- Demonstrated ability to research, gather, analyze information and data and produce clear and precise outputs, reports and recommendations
- Business maturity and awareness with topics and matters that are confidential and sensitive
- Demonstrated ability to apply new concepts, tools and processes
- Attitude and aptitude for continuous improvement and change management coupled with a pragmatic and flexible approach to getting things done; independently or in a team setting
- Demonstrated experience producing high quality, error and omission-free deliverables within tight deadlines
- Excellent written and interpersonal communication skills
- Proficient with MS Word including use of track changes, compare and merge files, table management, and footnotes.
- Advanced knowledge of Excel, proficient in the use of macros, pivot tables, lookups, and data import.
- Experience with Microsoft Power BI would be an asset.
- Proficient with PowerPoint including the ability to create dynamic presentations and use charts and images.
- Proficient with an enterprise student information system. Peoplesoft, Infosilem, and Exam scheduling software would be an asset.
- Proficient with building queries and with database tools
- A continuous improvement mindset and an exceptional customer service focus are critical for success along with exceptionally strong attention to detail and problem-solving skills

Nature and Scope

- **Contacts:** The Data Analyst will work closely with the Systems Solutions Architects, Senior Leaders within the RO, RO staff, Information Systems and Technology (IST), Institutional Analysis and Planning (IAP), Faculties, Data Stewards, and Graduate Studies and Postdoctoral Affairs (GSPA). External contacts include other Ontario Universities.
- **Level of Responsibility:** The Data Analyst role involves specialized work with minimal supervision and with confidential and time sensitive information and must ensure that the data is secure, accurate

and delivered within a strict deadline. The Data analyst will independently or collaboratively assess complex issues and implement functionality and business process improvements as well as influence and input to the RO strategic plan.

- **Decision-Making Authority:** The Data Analyst deals with exceptions and applies policies, procedures and experience when making decisions independently and making priorities. Decision making on methods of data sets and data solutions is on this position.
- **Physical and Sensory Demands:** Requires a high attention to detail and must be able to handle distractions, changing priorities and interruptions while meeting deadlines. Extensive computer use; prolonged sitting.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a position exposed to stress and pressure associated with management-level responsibilities, intermittent work outside the normal operating hours of the institution. The role works in a very fast paced environment with new issues arising.