Analyst III, Student Information Systems

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Professional and Managerial Group

Computing and Communications Services (CCS)

Temporary full-time from November 19, 2018 to November 18, 2020

Hiring #: 2018-0545

Please read the Application Instructions [1] before applying

Computing and Communications Services (CCS) is the central IT department at the University of Guelph, providing core IT services and technology solutions to the U of G community. CCS has a progressive organizational culture, including a strong learning and development focus, and is committed to its Core Values: Service Culture, Integrity, Individual Leadership, Teamwork, Agility, and Communication.

Reporting to the Manager, Enterprise Applications, the Analyst III, Student Information Systems will play a critical role as a member of our Enterprise Applications team as we support the University’s Student Information Systems (SIS) and implement solutions to meet the needs of our University of Guelph communities and partners. Our SIS application is Ellucian Colleague currently running on the Unidata database running on Linux. The successful candidate will be tasked with:

- Supporting the change management and system administration processes required to keep the SIS patched and up to date, including assessing security and other risk criteria
- Working closely with our Registrar clients, providing daily operational support involving process analysis and technical support for the University’s Student applications and associated services, focusing on system support for our Ellucian Colleague Student Information System (SIS) solution and custom Microsoft .NET application extensions
- Developing in Ellucian’s Studio IDE based on Eclipse (using Envision and UniBasic) and Microsoft .NET in Microsoft Visual Studio
- Participating in discussions and negotiations with clients and the CCS infrastructure and database teams to schedule maintenance work on all environments while taking into account Registrarial business cycles and compliance requirements
- Supporting work required for internal and external auditors to demonstrate adherence to processes and policies
- Supporting the integration and distribution of Student information across multiple systems, both on campus and with external partners, ensuring compliance with internal and external security and information governance practices and policies including change management
- Supporting the evaluation and assessment of clients’ business processes and understanding how improvements to Student solutions (in Ellucian Colleague Student ERP, custom .NET application extensions, testing software) can be used to enhance these applications and processes
- Following best practices for software design across the full software development life cycle (SDLC) to support change requests for the SIS systems, providing technical support focused on Ellucian’s Colleague Student solution and custom Microsoft .NET extensions
- Liaising with external consultants and vendors to facilitate assessment of purchased software and suggested changes
- Participating in projects, utilizing the CCS Project Management Framework

Requirements of the position include:
Bachelor's degree in Computer Science/Information technology and a minimum of three years of related work experience, or an equivalent combination of education and experience

- Experience with enterprise systems and supporting components and business processes, preferably in the Student Information Systems area within higher education,
- Experience with UniData multi-valued databases, including UniQuery and UniBasic
- Excellent interpersonal and communication skills with ability to work effectively with both Registrar business clients and technical team members
- Excellent analytical ability and thorough understanding of large-scale information technology applications
- Knowledge of current and emerging trends in Microsoft development, SQL Server databases, application design architecture, and experience with related technology
- Expert knowledge of shell scripting on Linux (focus on Bash)
- Experience tracking changes in Team Foundations Server (TFS)

Any experience with the following will be considered an asset and should be highlighted in your application:

- Experience supporting Student systems and processes (Ellucian's Colleague Student preferred)
- Advanced change management experience, managing multiple enterprise environments with dependencies on multiple systems, running build processes across environments and maintaining related documentation
- Experience working with C# on .Net, PowerShell scripting, T-SQL, Envision (for Colleague), web services, SOA, MVC design paradigm and Visual Studio or Eclipse
- Change management experience in an enterprise application environment including release management across development, test and production systems and maintaining related documentation through all phases of the Software Development Life Cycle (SDLC)
- Experience working with information and records management governed by frameworks and policies including knowledge of FIPPA, PIPEDA, PHIPA and PCI
- Experience with Ontario SIS processes and external provincial partners, (OUAC, OSAP, MTCU)

Classification               P04*

Professional/Managerial Salary Bands [2]

*Tentative evaluation

At the University of Guelph, fostering a culture of inclusion [3] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.

Posting Date: 2018 11 07
Closing Date: 2018 12 05

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