Systems Coordinator

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Office, Clerical and Technical
Position covered by the Collective Agreement with USW Local 4120

Systems Coordinator

Office of Graduate & Postdoctoral Studies

Temporary full-time from August 26, 2019 to August 25, 2021

Hiring #: 2019-0429

Please read the Application Instructions [1] before applying

Reporting to the Manager, Graduate & Postdoctoral Operations (GPO), the Systems Coordinator's main areas of activity are: solution design & implementation, system/solution maintenance and coordination; and provide software/solution support, training & guidance to the university community on all centrally developed solutions for graduate specific tasks.

Working with the Manager (GPO) to review workflow analysis, the Systems Coordinator will use that information to design and implement new digital form and workflow solutions (GryphForms - Process Director by BP Logix), organize user group testing on the solution, release the end result to the graduate community, and maintain the day to day operations of those solutions. They will develop and run reports on graduate student level data with the use of a reporting tool and simple Javascript/HTML (Informer Reports). They will create training documentation and present to groups on system/software/solution usage (WebNow/GryphForms/etc). They will be the first point of contact to problem solve and provide resolutions to issues as they arise from the graduate community on the solutions/systems, and work with CCS for larger system related issues and testing.

Requirements Include: The incumbent must have a two (2) year community college diploma (Undergraduate degree is preferred) plus one (1) year related experience (three years preferred) and/or an equivalent of education and experience; excellent ability to quickly adapt to new software solutions and have strong creative digital design ability; a strong understanding of use on multiple OS platforms (Windows, MacOS, iOS, etc) and some knowledge of Javascript and HTML; strong analysis and critical thinking skills when creating new forms & workflows; experience with data sets and data analysis when developing reports; strong problem-solving abilities and be independently resourceful for user issues or software challenges; outstanding organizational skills and ability to handle multiple tasks for multiple projects, relying heavily on digital environments as a tool; have excellent written and oral communication skills for training and presentations.

Classification               USW, Local 4120 Salary Band 5
Normal Hiring Range $25.16 - $28.11 per hour

At the University of Guelph, fostering a culture of inclusion [2] 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: 2019 07 17
Closing Date: 2019 07 24

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[1] https://www.uoguelph.ca/hr/careers-guelph/how-apply