



# *Business Process Specialist*

## *Office of the Registrar Student Services & Office of the Registrar*

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**Posting:** A18-03  
**Position Type:** Term  
**Start Date:** ASAP

**Closing Date:** February 18, 2018  
**Workload:** Full-time  
**End Date:** June 28, 2019

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### **ORGANIZATIONAL OVERVIEW**

Camosun College is a comprehensive community college located on the traditional territories of the Coast and Strait Salish peoples serving the people of the Greater Victoria Region of British Columbia. Guided by an inspiring strategic plan and administered by a professional community of talented faculty, staff and senior executives, Camosun enrolls 18,000 learners each year, including over 1,100 Indigenous students and 1,100 International students. The College has an operating budget of over \$123 million. Across two campuses, Camosun offers more than 160 certificate, diploma, and bachelor's degree programs in arts, sciences, business, health and human services, trades, technologies, sport education, Indigenous studies and adult upgrading. The College is committed to values of relationship with community, inclusiveness, and respect. As a community, we commit to the process of Indigenization of the college – including both programs and services - and to use this learning to improve the learning experiences for the exceptionally diverse range of student needs and backgrounds present within the Camosun community supporting the commitment to lifelong learning and positive student experiences.

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### **POSITION SUMMARY**

As a lead member of the Business Analysis and Process Improvement Team, the Business Process Specialist is a key subject matter expert of the processes and systems utilized by the functional areas of the College they partner with, including but not limited to Finance, Human Resource, and the Office of the Registrar.

With limited supervision, the Business Process Specialist will play a lead role on projects focused on increasing productivity and efficiencies in College-wide services such as self-service and process automation. The incumbent will review current processes and technology and

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**Camosun College**

**Human Resources**

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make recommendations that will impact the allocation of resources (human, financial and technological).

Working collaboratively, the Business Process Specialist will be responsible for establishing and maintaining internal and external mutually supportive working relationships while demonstrating a high degree of customer service and project delivery.

*The full job description follows below.*

A competitive salary, opportunities for professional development and an excellent benefit package are offered.

All interested candidates are encouraged to apply; to be considered for employment, applicants must meet the qualifications of the position and be eligible to work in Canada.

Apply online at [www.camosun.ca/careers](http://www.camosun.ca/careers). We would like to thank everyone in advance for applying, as only those selected for an interview will be contacted.

***Camosun College is an Equal Opportunity Employer***

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## JOB DESCRIPTION



**Position Title: Business Process Specialist**

**Approval Date:**

**Department/School: Office of the Registrar  
Services**

**Supervises: \*1  
(functional direction to BA)**

**Reports To: Director of Enrolment Systems & Continuous Improvement**

**Start Date: As soon as possible**

**End Date: June 30, 2019**

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### **B) JOB SUMMARY**

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### **C) REPORTING RELATIONSHIPS**

Reporting to the Director of Enrolment Systems and Continuous Improvement, this position is responsible for providing business and systems analysis and process improvement guidance to multiple cross functional teams. The Business Process Specialist will provide functional direction to the Business Analyst (s) assigned to project duties.

### **D) ESSENTIAL JOB FUNCTIONS**

- Project leadership for medium and large-scale projects of significant complexity affecting multiple stakeholder groups, including leadership and guidance on change management.
- Organizes and facilitates business requirements gathering and process review sessions, documents the current and future state workflows, performs gap analysis, and recommends solutions and process improvements in collaboration and consultation with end users
- Recommends changes in procedures, aligning recommendations with College needs and expectations. Drafts changes to corresponding policies.
- Guides College executive and unit leadership in optimizing the scope, benefits, and risks or proposed changes.
- Manages expectations of clients and management, ensuring alignment with the College's strategic plan and goals of the various functional units.
- Develops test strategies, prepares test scripts, and executes test plans in collaboration with end users in accommodation of process or system changes.
- Analyzes and tests system functionality not currently being utilized, and makes recommendations for incorporation within current or future business design.
- Creates and/or reviews manuals, procedures, and related user documentation; ensures documentation is targeted to the appropriate audience
- Prepares and executes training and user support plans particularly in the area of management of change.
- Develops and implements Quality Management and Continuous Improvement practices.
- Establishes and maintains information security awareness with regards to access to sensitive data. Provide leadership in the development of a system access security framework.
- Prepares and delivers presentations for internal and external clients and stakeholders.
- Maintain liaisons with external business contacts at other post-secondary institutes and with members of relevant professional associations and members of the local community.
- Maintains knowledge of industry standards and innovations regarding business and systems analysis by pursuing and engaging in professional development opportunities.
- Best practice research.
- Supports and participates in the exchange of diverse perspectives and ideas.
- Upholds and ensures outstanding commitment to the student experience.

### **E) OTHER FUNCTIONS AND RESPONSIBILITIES**

Performs other related duties as assigned.

## **F) KNOWLEDGE, SKILLS AND ABILITIES**

- Demonstrated skills in successfully managing and delivering on medium to large complex projects.
- High level of technical aptitude combined with exceptional communication skills.
- Expertise in business and systems analysis.
- Deep and broad ERP functionality and system design expertise.
- Strong capabilities in data mapping, data migration and conversion, table structure knowledge, the use of SQL-related tools and running SQL queries. An understanding of Boolean logic programming.
- Demonstrated ability to independently organize workload in a customer-focused environment.
- Highly motivated, well-organized, energetic and goal oriented.
- Proven skills in effectively managing multiple tasks, often under pressure and within strict time constraints.
- Must be self-directed with a high degree of initiative as well as function as a team player.
- Ability to engender trust and develop effective and respectful relationships.
- Strategic, critical and analytical thinker with awareness of impact of decisions, including breadth of impact and risk.
- Ability to work independently and make well-reasoned decisions.
- Ability to adapt and respond to emerging needs.
- Exceptional oral and written communication skills and demonstrated ability to establish and maintain collaborative working relationships.
- Ability to motivate and effectively coach and lead others.
- Able to effectively synthesize data to streamline complex processes.
- Strong technical aptitude and curiosity; able to quickly learn new platforms and tools.
- Expert proficiency with Microsoft solutions (including Office, SharePoint, Visio).
- Exemplary interpersonal skills across a diverse range of people and situations.
- Experience in Quality Management (quality planning, quality assurance, quality control, and quality improvement).
- Experience with ITIL Processes (Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement).
- Knowledge of Change Management principles and methodologies.

## **G) QUALIFICATIONS**

- An undergraduate degree in a related discipline such as business, computer science, systems analysis or a related field of study. Advanced study in Business Analysis, Systems, Project, or Process Management is preferred.
- Minimum of five (5) years of related senior business or systems analysis experience. Post-secondary experience preferred.
- Experience with Enterprise Resource Planning (ERP) and/or Student Information Systems (SIS); Ellucian Colleague and SQL experience are ideal.
- ITIL Foundations and Business Analyst Professional certifications considered an asset.

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