

impacts on other departments or established processes. Avoid "quick fix" solutions;

- Assesses and evaluates the impact of business solutions within the context of all Student Services computer systems; able to recommend and explain such solutions to managers and coordinators;
- Acts as a link between end users and systems analysts. That is, translates business problems into technical terms for systems analysts; and conversely, translate technical explanations into terms that end users can understand;

Coordinates and delivers systems training that support business and system changes:

- Assesses system training requirements and schedule training as required;
- Develops training plans and training materials as required;
- Collects, documents and circulates tips, tricks, and/or summaries that help people use systems efficiently and effectively;
- Delivers and supports training activities as appropriate;

Develops and maintains expertise needed to ensure a high level of service:

- Understands and maintains a thorough understanding of College policies and procedures that support admissions, registration and student records;
- Develops and maintains a thorough knowledge of and proficiency in Camlink, Colleague Student and other software applications such as ad hoc reporting tools;
- Keeps abreast of Colleague changes and enhancements by using online resources such as AnswerNet;

Contributes to the development of a strong, efficient team and department:

- As a team member, provides input into the development and enhancement of business processes and procedures that improve customer service and the efficiency of the department;
- Maintains files, statistics and other records as appropriate;
- Performs other related duties similar in scope and complexity.

QUALIFICATIONS

Bachelors degree that includes courses on or dealing with; organization, analysis, critical thinking, methodology, a high level of writing skills, and the use of business practices and two years of related experience including one year within a post-secondary admissions, registration or records office environment, or an equivalent combination of education and experience. Direct experience with student information systems including business analysis, implementation, training, and reporting. Must be able to work well in a high pressure, ever changing, client-centred environment where deadlines are critical. In addition, the successful candidate will have detailed knowledge and advanced proficiency with related systems (e.g. Colleague, Uniquery and other reporting tools as well as all MSOffice applications) interfaces and dependencies.

- Excellent human relations skills such as effective listening.
- Excellent analytical, problem solving, collaboration and negotiation skills.
- Excellent presentation, written and verbal communication skills.
- Understanding of accounting principles.
- Thorough understanding of student admission, registration and student records processes and procedures.
- Proven ability to work as a team member.
- Excellent attention to detail.
- Ability to take responsibility and make independent decisions that support the interests of students and the College.
- Proven ability to handle external agency and staff inquiries with respect, confidence and tact.

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. 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