

Nipissing University
JOB DESCRIPTION

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| JOB TITLE: | Scheduling Technologist |
| DEPARTMENT: | Office of the Registrar |
| CLASSIFICATION: | Technologist C |
| WAGE GRADE: | WG 80 |
| EMPLOYMENT DEFINITION: | Full-time Support Staff |
| SUPERVISOR: | Associate Registrar, Scheduling & Registration |

SUMMARY OF FUNCTIONS:

Reporting to the Associate Registrar, Scheduling & Registration the Scheduling Technologist will plan the delivery of high-quality course and final exam schedules that are student-centered and balance pedagogical needs and administrative requirements. The incumbent works cooperatively with the Dean's Office staff to ensure all scheduling processes, course timetables, and university policies and procedures are upheld while developing and maintaining a timetable production schedule for publication. The Scheduling Technologist also allocates and optimizes the use of classroom space for all users.

DUTIES AND RESPONSIBILITIES:

Timetable Production

45%

- Develop, communicate, and implement all timetable production schedules for each academic year
- Oversee course schedule submissions from Faculty departments for accuracy and completeness, following up on incomplete, missing, or inaccurate information
- Coordinate all course section data entry (e.g., room assignment, course capacities, pre-requisites rules, registration restrictions, course linking, etc.) by creating, planning, communicating and implementing the production schedules and related modules in the appropriate SIS and room scheduling software (.g., Ellucian Colleague, Infosilem)
- Work with scheduling stakeholders to explore options for continual improvement to business process/system set-up
- Provide scheduling solutions to all academic units/faculties
- Collaborate with campus partners to review and establish the scheduling cycle each term
- Collect and prepare statistical reports on classroom utilization, exam, and course scheduling for each term and academic year
- Keep updated on best practices and trends in scheduling and room allocation

System Configuration

15%

- Initiate timetable production and coordinate the distribution of course schedule baseline data used in the departmental submission process
- Maintain section controls, rules, and validation tables in the SIS and maintain administrative controls in room scheduling software (Infosilem) by using the section term roll process, entering codes in validation and rule tables in the SIS
- Oversee the development and maintenance of room and instructor preference sets and the production of detailed data sheets for timetable initiation, creating or updating templates as needed to initiate the timetable production schedule, optimize classroom usage and produce the term's timetable
- Participate in both super user and end-user testing of new releases of system software

- Report and track suggestions for system enhancements to verify that courses offered align with the academic calendar and are approved through Senate

Problem Solving

10%

- Liaise with the Dean's Office to provide advice, resolve scheduling issues or seek clarification on timetable submissions
- Troubleshoot and resolve problems related to timetable submissions and provide guidance on using advanced scheduling options
- Liaise with the Registration unit on system controls and issues related to timetabling that impact registration by using audit reports (Banner and FAST for Student) to identify and investigate anomalies to resolve section creation and/or timetable issues and prevent potential issues with student registration and avoid instructor timetable issues

Scheduling

15%

- Coordinate and test course Infosilem scheduling modules when new, upgraded versions are planned throughout year
- Oversee testing the integration of various scheduling systems to the primary SIS, Ellucian Colleague, to ensure scheduling software is being used to its full potential
- Assist with recommendations and implementation of new functionality for scheduling software and related SIS integration by developing use cases to test each functional scenario, assigning scenarios to staff, following up on testing results and reporting anomalies to prevent major systemic errors during an upgrade to the system or scheduling setup for the term
- Audit and reconcile systems to identify and correct data inconsistencies
- Under the direction of the Assistant Registrar, Course Scheduling, communicate and resolve issues related to course and exam scheduling
- Develop training manuals for all key stakeholders

Classroom Booking Coordination

10%

- Coordinate and facilitate classroom booking requests for the University for internal and external (revenue-generating) events
- Assist with classroom allocations, course cancellations and course additions
- Maintain inventory of all available classroom space, including number of seats, room configurations, equipment available and restrictions (e.g., classroom space shared)
- Advise students, instructors, and other stakeholders of any changes to course schedules or locations
- Coordinate ad hoc room bookings and coordinate room change requests and room complaints in regard to physical resources, emergency classroom closures
- Liaise with Facility Services and UTS to resolve AV equipment or other room specific issues
- Provide ad-hoc reports of on campus room bookings for the University when requested
- Perform annual room audits

University Policy, Procedures and Processes

5%

- Oversee and uphold scheduling processes, and University policies and procedures as they pertain to the course and exam scheduling
- Contribute to and promote a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory Nipissing University training programs

Any other duties as assigned.

QUALIFICATIONS:

Education: Undergraduate degree

Training and/or experience may be substituted for formal academic training at the discretion of the University.

Training, Experience, Knowledge & Skills Required:

- 3 years of related experience, preferably in an academic environment
- Experience using scheduling software applications is an asset
- Demonstrated experience and proficiency with data entry
- Demonstrated experience exercising sound judgment, problem solving, and decision-making skills
- Ability to deal with sensitive situations that call for the use of diplomacy, tact, and professionalism in the delivery of information and explanation
- Advanced level experience using Microsoft Excel
- Intermediate level experience with Microsoft Office Suite or productivity software
- Demonstrated knowledge of Canadian post-secondary education systems, as it pertains to academic programs, policies and procedures
- Excellent oral and written communication skills, including the ability to present information in a clear, concise and persuasive manner
- Demonstrated ability to work with others in a collaborative, positive and diplomatic manner while providing exceptional detailed support
- Superior attention to detail is essential
- Excellent organizational skills with the ability to manage multiple and changing priorities while meeting deadlines
- Ability to work independently and accurately and to take initiative when minimal direction is provided
- Comfort with technology and learning new systems
- Ability to interact effectively and professionally with a variety of individuals with diverse backgrounds and needs
- Excellent organizational and time management skills, demonstrated attention to detail
- Demonstrated ability to take initiative and work independently.
- Proven ability to juggle and prioritize tasks, work to deadlines and demands, make responsible decisions and determine when to seek advice
- Ability to respond well to working under pressure and resolve complex issues in an effective manner
- Demonstrated knowledge of business processes and departmental planning and principles
- Customer service oriented, with the ability to create a positive and meaningful customer experience
- Ability to think innovatively and creatively in planning and developing a fresh approach to existing activities, with a process improvement perspective in mind

RELATIONSHIPS/CONTACTS:

Supervised by: Associate Registrar, Scheduling & Registration

Internal Contacts: Students, Staff, and Faculty

External Contacts:

- Canadore College Registrar and Academic Scheduling Officers
- Individuals at partner sites
- QECO, OCT, Financial Institutions, Scholarship Trust funds, Insurance companies, etc.
- Infosilem
- Parents/family members of students
- Other Universities

MATERIALS UTILIZED:

- General office equipment
- Database software and reporting tools (Ellucian Colleague / Entrisik Informer)
- Academic Calendar

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS

- High degree of visual and mental demands
- Conflicting demands/request

I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.

Employee Name (please print)

Employee Signature

Date

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Approvals

Supervisor

Date

Human Resources

Date