Job Description

Job Title: Operations Administrator
Department: CEE Services
Reports To: Production Manager
Jobs Reporting: None
Salary Grade: USG 6
Effective Date: January 2018

Primary Purpose
The Operations Administrator provides day to day support for our core employment processes, coordination and execution of the term calendar activities, data maintenance and systems testing. This includes tasks related to executing start of term setup, messaging, data integrity checks, and support for several CEE systems. The Operations Administrator performs duties to produce quality and timely deliverables associated with clearly defined processes. Functional knowledge of the Core Employment Process, the system that supports it and its interdependencies is critical. These responsibilities are generally associated with multiple function tasks of medium to large / high size, scope and complexity.

Key Accountabilities

Production Systems Administration
- Use established methodologies and documented procedures to perform assigned tasks.
- Review and recommend permissions for all applications as we on-board and off-board staff and coop students.
- Provide tier 2 support for all CEE systems and processes, for example core employment process, WaterlooWorks, SharePoint, or other systems. Triage requisitions as appropriate.
- Provide assistance by responding to inquiries from others regarding errors, problems, or questions about system administration.

Coordinate production schedule and execute tasks on term calendar
- Ensure calendar is created and published per schedule. All business unit input is received and validated.
- Start of term setup and system configuration to support business processes (e.g. data, process support, update message templates, application of system qualifiers).
- Manage execution of term calendar, ensure activities done on time (e.g. tags, tasks, messages).
- Manage work to meet milestones in accordance with the calendar cycle and keep stakeholders informed of issues and status.
- Manage stakeholder processes (e.g. unemployed student management messages/notes/risk tags, employed student management messages/tasks/tokens).

Testing
- Complete appropriate testing and support rollout of production releases.
- Participate in user acceptance testing for upgrades, updates and implementation of new system functionality as required.

Support accuracy of data within the Core Employment System
- Supports processes as defined to create and maintain data integrity.
- Develop and run a number of health checks that assist in ensuring the integrity of data in the Core Employment System.
Job Description

- Analyze and correct data to enable system to function as intended.
- Ensure ongoing data audit processes are occurring and input correctly.
- Recommend and evaluate new health checks, processes to maintain data integrity.

**Support Continuous Improvement Initiatives**
- Look for continuous improvement opportunities related to efficiency and best practices and bring forward to Production Manager.
- Responsible for reviewing service metrics and taking action to return to standard or to improve from the established standard.
- Contribute to creation and maintenance of standard operating procedures.
- Assist with training of new team members and co-op students as required.
- Support special projects and initiatives as required.

**Required Qualifications**

**Education**
- Undergraduate degree required.
- A equivalent combination of education and/or experience may be considered.

**Experience**
- Up to 2 years of business experience in an operational/administrative role with knowledge and interest in systems administration.
- Experience in configuration and software system administration.
- Knowledge of databases and CECA's core employment process an asset.
- Familiarity with software testing an asset.

**Knowledge/Skills/Abilities**
- A continuous improvement mindset and an exceptional customer service focus are critical for success along with a strong detail and problem solving skills.
- Ability to prioritize workload providing timely and accurate resolution. Ability to multi-task, at times with conflicting priorities.
- Self-starter requiring minimal oversight and direction.
- Ability to adapt to rapidly changing environments
- Self-motivated to learn.
- Proven organizational and problem solving skills
- Proficient in MS Word and Excel, Intermediate with CECA core employment system and database structures.

**Nature and Scope**
- **Contacts:** Collaborates with many CEE Services team members and end users, supporting day to day coordination and execution of area or responsibility. Communicates with stakeholders and staff as necessary to resolve data, administrative and transactional CEE issues related to area of responsibility.
- **Level of Responsibility:** The position is responsible for supporting processes within Cooperative and Experiential Education ensuring that all processes meet defined quality and service objectives. Responsible for ensuring confidentiality of data and any client interactions is maintained. This position has defined duties and responsibilities with no direct reports.
- **Decision-Making Authority:** Responsible for decision making and problem solving within the responsibilities of the process that is being supported. Investigates issues, providing information and
Job Description

explanation to those involved and makes adjustments/corrections as necessary. Consultation with Manager, other CEE stakeholders is required as appropriate.

- **Physical and Sensory Demands**: Moderate sensory demands typical of a position in a very busy, customer focused office environment with constant interruptions.
- **Working Environment**: Moderate on-call expectations to support evening/weekend activities related to Core Employment Process. Support will be required outside core business hours.