**FIJI NATIONAL UNIVERSITY**
**JOB DESCRIPTION**

## VISION STATEMENT:

To be the leading dual-sector transformative university predicated on inclusiveness, innovation and accessibility for Fiji and the Pacific.

## MISSION STATEMENT:

To serve the people of Fiji and the wider Pacific region with leadership that engages with people and communities, respects partnership, enhances excellence, and provides education and skills that promote sustainability through research with real world impact and contributes to self-development.

## 1. POSITION DETAILS

| | | |
|---|---|---|
| Position | : | Manager – Student Systems and Processes |
| Grade | : | 7 |
| Incumbent | : | |
| Division | : | Office of Pro VC Learning and Teaching |
| Department | : | Department of Student Systems and Processes |
| Location | : | Nasinu Campus |
| Reports to | : | Director Student Academic Services (DSAS) |

## 2. PURPOSE

The Manager Student Systems and Processes will be based at FNU Nasinu Campus. The purpose of this position is to serve as cross module integration between Banner Student, Student AR, and HR to assist in the resolution of cross-module issues. The incumbent will be required to consult and develop functional design specifications for conversion, reporting, interfaces and customizations. This role will also provide expertise to amend and provide guidance on programme related concerns and provide functional and technical assistance by responding to inquiries regarding errors. The Manager Student Systems and Processes will report and analyse all Banner related concerns and manage all ongoing changes related to Banner.

## 3. ORGANISATION CHART

Position of Your Immediate Supervisor: **Registrar**

In the table below write down the positions reporting to you (if any). For each of those positions, indicate the number of staff reporting to them.

| Positions Reporting To You | No Of Staff Reporting To Them |
|---|---|
| Senior Specialist – Student Systems (x 1) | n/a |
| Student Systems Data Analyst (x1) | n/a |
| Student Systems Data Support Officer (x 1) | n/a |

| | |
|---|---|
| Curriculum Specialist (x 1) | n/a |
| Curriculum Coordinator (x 1) | n/a |
| Academic Data Support Officer (x 1) | n/a |
| Academic Officer (x1) | n/a |

## 4. KEY ACCOUNTABILITIES

**Department duties:**

**Implementation & Testing**

- Prepare process flows and manuals on how all components of student administration is completed on the three student management systems.
- Work with Consultants to evaluate options for system requirements, prepare logical rules based on the business process for configuration and setups.
- Configure and deploy setups on the baseline build and mapping student business processes with Banner Student, CRM, Degree Works, CAPP and Adirondeck.
- Simulate all student life cycle processes beginning from CRM to Banner and student exiting the processes via Degree Works.
- Record all functional decisions for student processes on a decision workbook to map student business processes with the system requirements.
- Manage the security matrix of users assessing the student management system.
- Prepare test cases for testing system configurations and setup with users and the project team.
- Conduct User Acceptance Testing (UAT) to ensure systems perform and meet user requirements
- Documenting test results for evaluation and recommending changes where compliance and data integrity is a concern.

**Integration**

- Manage all student systems Integrated: Banner Finance, HR, CRM, Adirondeck, Form-Fusion, Argos, Workflows, Degree Works, CAPP, BDM
- Evaluate and document overlapping processes between the different modules and ensure operability between baseline and custom-built codes and relating to student modules.
- Manage the three layers of configuration via validation tables, rules and forms and it implications on all the integrated systems identified above.
- Diagnose the data between all the systems and how tables are validated in Banner to avoid any end user complications.

**System Related Decision Making**

- Decision on all values used on the Validation tables as tables are used across multiple layers of data spread through numerous forms, with varying naming prototypes.
- Decision on the forms and queries that are used at different functional areas.
- Decisions on the codes/ characterization used against the validation tables, rules and crosslinks.

**Transfer Articulation**

- Re-designing the transfer articulation to enable electronic credit transfers between courses and Programmes.
- Establishing a pre-defined articulation, testing, training and deploying the enhancements, upgrades and other system developments

**Degree Works**

- Establish degree auditing provisions through Degree Works, aligning degree audits and enable graduation applications and approvals electronically.
- Research and resolve technical issues that affect Degree Works (correct degree advising).
- Manage the Scribe (programming language) and testing of new programmes against the degree requirements.
- Manage CAPP and it's interlinks with Degree Works for structured registration and associated graduation applications.

**Student Service Delivery**

- Assist the Registrar with analysis of new academic, administrative and external policies to understand the impact on student systems and what developments that may be required.
- Assist the Registrar in the development of student lifecycle records management processes, including programme approval and set-up; rolling-forward of records; online enrolment; online module registration; degree evaluation; transfer articulation awards and graduation.
- Ensuring that the information and records processed on behalf of the University are managed in compliance with all applicable data standards, codes and policies, providing relevant advice, guidance and approval for staff where necessary.
- Managing and clearly indicating the system various cohorts of students will exit through, completing the entire life cycle.
- To foster productive internal and external relationships to support the maintenance and enhancement of the University's student records and systems.

**Transition**

- Implement a seamless transition to the new student management system for functions in the department.
- Prepare clear and smooth business processes,flowcharts and procedures for requests by students whose records are not in Banner for retrieval of documents. Include a clear process of placing the documents in BDM once the documents have been retrieved for future use.
- Establish protocols and guidelines with ICT and relevant stakeholders for data migration of academic history from current management system and Advanced College of Education and then deducing a date for closing off those student management systems.
- Analyse and report issues related to the transition of non-banner students and escalating to Senior Management Group for necessary decisions.
- Implementing process and procedures for transition to Banner.

**Reporting**

- Prepare reports, assemble, categorise analyse facts and figures for Registrar and the Senior Management Group and provide reports on fortnightly basis.
- Provide evaluation reports on system/ process risks and implications with appropriate recommendations reflective of financial consequences for senior management decisions.
- Ensure integrated system reporting is flowing data in the correct manner when extracted.
- Provisioning of all student related tables before use by Argos, Form Fusion and Workflows for reporting.
- Manage and deliver an institution-wide schedule of routine student data integrity checks.
- Validate accuracy, quality and efficiency in the provision of data for external purposes.
- Provide monthly reports to Registrar

**Research & Future Student System Enhancements**

- Analysis of existing business process, identify gaps and propose future business process relating to all student processes through the use of the student management system.
- Recommend new business process solutions to improve the efficiency of, and levels of service to, stakeholders of FNU student systems, and in doing so to identifying what training/support the stakeholders will require during implementation.
- Preparing functional design specifications for conversion, reporting, interfaces and customizations.
- Researching on similar business process with other Universities and benchmarking student processes before enhancements are recommended.
- Documenting of all risks and positive changes that the University can be faced with the involvement of new system developments.
- Manage student systems-related projects and process improvements to ensure that systems and services are of a specified and acceptable quality to users.
- In close conjunction with IT Services, to support the planning and management of the business implementation of new functionality from suppliers, working closely with existing and relevant change projects/programmes.
- Working closely with Colleges to prepare and implement and academic programme related changes to support the students via the student systems.

**Training & Documentation**

- Training, developing and leading the student team to resolve solutions by recommending workarounds where possible.
- Testing and training platforms are well been setup for user trainings
- Create awareness on system knowledge and awareness of new developments, and familiarity with processes to leverage advantage from the system and exploit its potential.
- Transition users to the new system and work with the other academic and administrative members to close the system and adaptability gaps of the users.
- Documenting all user manuals and training materials to boost the knowledge of users.

**General Duties & Administrative Responsibilities**

- Ensure that the Department has an explicit mission priority for service delivery and adequate policies and procedure in place.
- Prepare, manage and reinforce the change in terms of staff, policies, customer services and student management system.
- Proactively plan, execute and achieve all outcomes related to day to day operations.
- With the assistance of the DSAS office, monitor Department Budget [Personal and Non-Personal Expenditure].
- Identify and analyse HR needs for the department.

## 5. KEY CHALLENGES

- With multiple systems integrated there are complex components with non-linear relations and roles that will evolve along time.
- Data is passed between applications through a series of interfaces, data feeds and file transfers. The interfacing of all systems requires significant maintenance, testing and rework. This is a major challenge as it creates complex business requirements requiring knowledge and experience with all the software that interface to support the student management system.
- Integration requires end to end understanding of each system and its implications on other business units is the major challenge.
- All systems have three layers of configuration known as validation tables, rules and forms. Forms are the frontend user interface which can be easily translated. Rules (conditions) are back end configurations which work with validation tables. In order to assist end users it is crucial to understand where the information is pulled through which query and which table.
- Student complexities will continue for the next three to five years until a complete cycle is completed through Banner. Understanding and clearly indicating which system the student will exit through, which pathway is the student required to take in order to fully utilise the system will continue to be complex as different cohorts of student will fall under different categories.
- Security matrix which is complex and extremely complicated. With the several different system integrating, a number of student processes flow to another business unit, and a good amount of technical knowledge required to ensure system user level requirements are properly and fully addressed to ensure internal controls are followed and data integrity is maintained.
- Decision making in an environment of high level of ambiguity and resistance Heads of Colleges/Divisions to accept change.
- Ensuring conformity in implementation of policies and processes in an organisation with diversity in people and organisational culture.
- Responding effectively to a rapidly changing external and internal environment which causes disruption to services.

## 6. AUTHORITY LEVEL

| | |
|---|---|
| Operating Expenditure: | n/a |
| Capital Expenditure: | n/a |
| Others: | n/a |

## 7. QUALIFICATION & EXPERIENCE

The successful candidate should ideally meet the following criteria:

- Applicants should possess a good quality Master's Degree in any technology related field.
- Must have at least 6 years of experience working on an ERP system or any Student Management system.
- Demonstrable experience of successfully improving processes and procedures to meet user requirements through the development and implementation of core business systems.
- Highly developed IT skills and experience of systems management and student records.
- Leading and managing student banner functional team

Candidates meeting the following requirements will have an added advantage:

- Applicants with Masters qualifications with experience at managerial or similar role will be an added advantage.

## 8. KNOWLEDGE & SKILLS

- The role requires technical knowledge such as scribing for Degree Works (scribe language and syntax), SQL, and the varying file formats used by Banner.
- Knowledge of tables, queries, rules and configurations with advanced Microsoft suite.
- Knowledge of Higher Education Commission of Fiji (HECF) regulations, immigration laws, embassy requirements for students.
- Knowledge and understanding of core academic and administrative functions in higher education.

## 9. WORKING RELATIONSHIP

| INTERNAL | Frequency |
|---|---|
| University Director Student Academic Services | Daily |
| Directors, Manager, Dean(s), HOS(s) /HOD(s), PVCLT, Vice Chancellor | As and when required |
| Academic Office / Office of the DSAS staff of other departments | As and when required |

| EXTERNAL | Frequency |
|---|---|
| FNU Stakeholders | As and when required |
| Commercial and Non- Commercial Industries | |
| Students | |
| School/Department Principals, Statutory bodies | |
| NGOs and External Institutions/Universities | |

## 10. JOB DESCRIPTION AND VARIATION OF EMPLOYMENT CONDITIONS

It is acknowledged and agreed that from time to time as result of the evolving needs of the employer, the Employee may be required to upgrade his/her qualifications and/or to alter the position or role tasks that are to be carried out. Such alterations shall not be deemed to be a variation of this job description or a breach of its terms providing the substantive nature of the employment remains consistent with the parties' intention at the time of contracting.