

Job Posting Preview

14-May-2019

Senior Associate Registrar for Systems and Project Management

Harvard T.H. Chan School of Public Health
49200BR

Job Summary

Manage registrar operations including enrollment services, academic planning, information and records management and training

Job Code

S0258M FSS Registrar Mgt IV

Job-Specific Responsibilities

Responsibilities include management (staff and project); systems implementations, configurations, and maintenance; academic processes; reporting; and information accessibility. More specifically, duties and responsibilities include, but are not limited to, the following:

- Directly supervises 3 members of the Registrar's Office staff -- Assistant Registrar, the Course Scheduling Coordinator, and the Enrollment Systems and Reporting Specialist
- Provides strategic direction, including to leadership, for the use, implementation of, and enhancements to student data and information systems – ensuring alignment of such plans with the School's priorities for reporting and student enrollment processes, and to enhance user experience and increase operational efficiencies for students, faculty, the RO and SPH community
- Uses technology and outreach with constituents to develop better tools, systems, and administrative processes (including around workflow and customer service responses)
- Leads project teams for the implementation of new system functionality and other special projects, and liaises with stakeholders in Harvard University IT (HUIT), the RO, others in SPH, and across the University to ensure successful adoption and implementation of new initiatives
- Oversees required systems configuration for annual academic processing in my.harvard and EMS, transcripts, and automated communications in my.harvard
- Trains RO staff on configurations, and leads the documentation of such configurations in the RO Harvard Wiki
- Oversees a variety of academic processes, including course management and scheduling, the management of classroom space, course enrollment management, grade collection, advising assignments, graduation, doctoral milestone tracking, and start and end of term, and develops communication plans around them
- Provides consultation to School leadership on the incorporation of changes to academic program requirements and policies into the School's curriculum, course enrollment processes, and system configurations
- Leads monthly meetings with SPH Departmental/Program Academic Administrators regarding course scheduling, enrollment, and student records topics
- Manages and prioritizes the backlog of HUIT development items for my.harvard
- Develops strategic plans for making student records data accessible to members of the SPH community
- Oversees the development dashboards and my.harvard WorkCenters in order to provide users with self-service access to data, information, and analysis

- Compiles annual reporting for external audiences (such as CEPH, ASPPH, IPEDS, SED, TEFA enrollment data, etc.)
- Leads the development and maintenance of the annual SPH RO reporting calendar
- Serves as the local security administrator in my.harvard and, along with the Registrar and School leadership, enforces the School's policy on data sharing
- Ensures that business processes are well documented, and that team members and functional users have the system training and resources needed to complete their job functions in the tools (and to use student and course data in their decision making)
- Collaborates with the FAS Registrar's Office to ensure that the SPH community members have access to information about students in PhD programs affiliated with SPH
- With the Registrar, Associate Registrar, and Assistant Registrar, ensures timely responses to inquiries from students, faculty, administrators, and the general public and that the SPH Registrar's Office website is accurate and a helpful resource for members of the SPH community
- Represents SPH on University-wide user groups
- Other related duties as required

Typical Core Duties

- Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment
- Lead enrollment services operations including degree completion, registration, academic certification and reporting
- Lead academic planning operations including course catalog, curriculum, scheduling, and analytics
- Lead information and records function including degree verification, enrollment certification, data curation, archiving of records and responding to inquiry requests
- Create and analyze complex reports to streamline processes related to enrollment and academic planning
- Lead student information systems implementation and support; assist in establishing short and long term technology priorities and implementation plans for key initiatives
- Advise faculty, students and staff regarding academic requirements
- Provide ongoing training and documentation
- Collaborate with senior management in formulating registrar policies and procedures; make recommendations to improve registration processes
- Build and maintain relationships with the school and across the university
- Ensure compliance with University policies and procedures and applicable legal rules and regulations

Basic Qualifications

- Bachelor's degree or equivalent work experience required
- Minimum of 7 years' relevant work experience

Additional Qualifications

- Supervisory experience strongly preferred
- Experience with Microsoft Office tools strongly preferred

- Direct experience with business analysis tools and techniques strongly preferred
- Experience with PeopleSoft Campus Solutions, as well as with Oracle Business Intelligence or similar reporting tools, preferred
- Experience with relational databases, including/such as SQL, preferred
- Solid understanding and demonstrated use of iterative development (preferably Agile) preferred
- Strong troubleshooting and problem solving skills, and knowledge of principles and techniques of project management preferred
- Orientation toward detail, strong organizational skills, and experience maintaining accurate documentation preferred
- Experience communicating clearly and concisely, both orally and in writing, preferred
- Experience Independently managing multiple tasks effectively, learning quickly, and thriving in a constantly changing systems environment preferred
- Experience building and maintaining relationships with key partners, school and university constituents, and students (or related) preferred, including strong customer service skills, preferred

Physical Requirements

- Sitting using near vision use for reading and computer use for extended periods of time
- Lifting (approximately 20 to 30 pounds), bending, and other physical exertion

Working Conditions

- Work is performed in an office setting

Additional Information

The Harvard T.H. Chan School of Public (SPH) Health Registrar's Office (RO) manages student enrollment, maintains student data and grades, monitors students' compliance with degree requirements, certifies enrollment, assesses tuition, and schedules courses. The office also manages the local SPH implementation of the student records components of the my.harvard Student Information System and the EMS room scheduling system. It is the source of student records reporting for the School.

The Senior Associate Registrar for Systems and Project Management will serve as a project manager and will be responsible for overseeing a wide range of academic processes (including start and end of term, advising, graduation, doctoral milestones, enrollment appointments, and in the future degree audit, transcripts configuration and systems) in the Registrar's Office (RO). They will also be responsible for managing the RO's use of the following systems:

- My.harvard - the Campus Solutions student information system
- OBIEE - the Oracle-based reporting tool used, along with my.harvard, to manage student data and act as the interface for students, instructors, advisors, and administrators
- EMS - the room scheduling platform used by SPH to manage bookings in academic spaces
- ServiceNow - the ticketing system used to manage incoming inquiries
- Asana - the project management tool used by the Office for Student Services to collaborate on projects and share production calendars
- Harvard Wiki - the central repository for business process and systems configuration documentation
- Other systems as determined and/or needed

To learn more about the benefits that Harvard offers, please visit this link: <https://hr.harvard.edu/totalrewards>.

Job Function

Faculty & Student Services

Sub-Unit

Location

USA - MA - Boston

Department

Registrar's Office

Time Status

Full-time

Union

00 - Non Union, Exempt or Temporary

[Salary Grade](#)

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Pre-Employment Screening

Criminal, Education, Identity

EEO Statement

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, gender identity, sexual orientation, pregnancy and pregnancy-related conditions, or any other characteristic protected by law.

Close preview