IOWA

University Information

Org/College: Office of the Provost

Department: Registrar

UI Job Code:	PAB2	**Pay Level:**	4A
Job Function:	Administration	**Job Family:**	Business Analyst

University Classification: Business Analyst

Department Information

Org/Dept/Sub-dept #:	02-4615

Position #: 00109847

Working Title (if applicable)**:** Curriculum Analyst

This Position Reports to (Title/Position #)**:** Associate Registrar

Position Has Administrative Supervision?   ☒ No   ☐ Yes

Position Information

Position Overview: The Curriculum Analyst for the Office of the Registrar will support the university's academic mission and student success as a member of the Curriculum Management team. The Curriculum Analyst will use strong problem-solving skills and an attention to detail to encode and maintain reports that measure progress toward degree (degree audits) using a vended product (uAchieve) and a homegrown student information system (MAUI). They will also work as a part of a team of curriculum analysts to uphold consistent encoding standards and practices, and they will work closely with college and departmental staff to provide expert guidance on suitable encoding solutions while balancing the needs of students, advisors, and other users of the degree audit system.

Success in this position requires strong analytical skills, a keen attention to detail, and the ability to learn new technologies and processes.

Salary: $49,000–$56,000	**Campus Location: UCC**
Work Modality: Remote, Hybrid, or On Campus	**Percent Time: 100%**

What You Do: (Key Areas of Responsibility)

Existing Process/System Monitoring, Evaluation & Reengineering (PAB2): *Identify business system solution requirements by analyzing work processes and operations. Create problem escalation plans and manage reporting processes. Monitor issues escalated to technical support staff to ensure proper resolution has been implemented. Assist in researching & contributing to*	- Maintain existing degree audits by analyzing curricular changes, course revisions, and collegiate policy to apply the appropriate encoding. - Identify opportunities for efficiencies and assist with functional enhancements in degree audit encoding. - Develop proposals for system enhancements, assist with technical upgrades, and work closely with programmers throughout all phases of development. - Cultivate a broad understanding of the curriculum management system. - Participate in ongoing trainings to seek opportunities to improve existing processes.

development of cost-benefit analyses of alternatives. Assist in and maintain delivered solutions.	
New Process/System Design and Testing (PAB2): *Prepare content builds, programs, and/or modify system tables and setting to create application programs and reports. Test system changes for usability, performance, and adherence to standards. Verify results with stakeholders.*	• Create new program of study degree audits using General Catalog as authoritative source. • Develop and apply consistent testing processes to ensure degree audits' usability, performance, and adherence to standards. • Communicate clearly with stakeholders to ensure degree audits' usability and performance. • Participate in opportunities to collaborate with u.Achieve users from other institutions.
Support, Training and Implementation (PAB2): *Provide moderately complex user support. Develop training materials. Provide individual training and go-live support.*	• Assist end users in understanding the abilities of the degree audit report. • Create and utilize consistent messaging using common language to help provide support and training for end users.
Process/ Project Management (PAB2): *Serve as liaison supporting communication among internal staff to identify and track installation issues. Analyze user feedback and identify recurring, standard revisions, and enhancements. Maintain documentation on assigned project requirements.*	• Troubleshoot issues and resolve problems in collaboration with IT, Registrar, and campus users. • Document, update, and improve policies and procedures involving all aspects of the degree audit reporting system.

Universal Competencies

Collaboration/Positive Impact: *Ability to work with a variety of individuals and groups in a constructive and civil manner and utilize existing resources and learning to achieve or exceed desired outcomes of current and future organizational goals/needs.*	Proficiency Level: Extensive • Ensures time, resources, energy, learning opportunities, and actions are focused on priorities important to the changing workplace. • Identifies and resolves disagreements/conflicts in early stages. • Promotes a safe, fair, respectful environment in which concerns can be addressed effectively. • Recommends changes to work practices and policies to achieve desired outcomes.
Service Excellence/Customer Focus: *Ability to meet or exceed customer service needs and expectations and provide excellent service in a direct or indirect manner. Ability to effectively transmit and interpret information through appropriate communication with internal and external customers.*	Proficiency Level: Extensive • Participates in developing a variety of effective ways to deal with service challenges. • Models service delivery and coaches others to deliver excellent service in a variety of settings. • Communicates well with direct reports, peers, leadership and external constituents. • Utilizes various methods for information sharing and information gathering. Modifies processes to enhance service.

Welcoming and Respectful Environment: *Ability to foster a welcoming and respectful workplace environment while recognizing personal differences. Ability to work with a variety of individuals and groups in a constructive and respectful manner while appreciating the importance of a workforce that benefits from the talents of all people across multiple characteristics, including: race, creed, color, religion, national origin, age, sex, pregnancy (including childbirth and related conditions), disability, genetic information, status as a U.S. veteran, service in the U.S. military, sexual orientation, gender identity, or associational preferences.*	Proficiency Level: Working • Maintains productive work relationships while considering multiple perspectives. • Resolves cross-cultural conflicts effectively. • Understands and describes the unit's commitment to creating a workplace environment where people of all backgrounds and perspectives feel welcomed and appreciated, and the reasons for its importance. • Contributes to a welcoming and respectful workplace environment as described above.

Staff members are expected to meet reasonable standards of work quality and quantity, as well as expectations for attendance established by their supervisor. Staff members are also expected to comply with policies governing employee responsibilities and conduct, including those contained in the University Operations Manual

How You Do Your Job: (learn about competencies and proficiency levels here)

Business Process Design: *Knowledge of business process design techniques that encourage a critical, fresh look at key processes and focus on optimizing organizational performance; ability to apply this knowledge appropriately to diverse situations.*	Proficiency Level: Extensive • Has led multiple business process design or re-engineering initiatives. • Trains others to identify and implement required infrastructure to support specific processes. • Assesses potential implications of re-engineering for multiple functions or departments. • Demonstrates mastery of re-engineering concepts, methods, and tools. • Redesigns or enhances business processes to meet regulatory requirements. • Participates in design and implementation of a supporting organizational structure.
Process Management: *Knowledge of business process improvement tools and techniques and ability to understand, monitor, update, or enhance existing business or work processes.*	Proficiency Level: Working • Walks through steps, decisions, measurements, dependencies and hand-offs for a specific process. • Creates process flow or work flow diagrams. • Identifies and monitors common process bottlenecks. • Employs process flows, cycle time, process time and waste concepts as appropriate. • Documents types of process decisions and potential impact of each decision.

Project Management: *Ability to plan, organize, monitor, and control projects, ensuring efficient utilization of technical and administrative resources, to achieve project objectives.*	Proficiency Level: Working • Plans, estimates, and executes relatively simple projects. • Assists in detailed project plans including cost, schedule, and resource requirements. • Asks key questions of stakeholders during the planning stage. • Provides input to track project progress and status. • Produces standard project status reports.
Training and Development: *Knowledge of employee training and development methodologies; ability to ensure that a target population has the knowledge and skills required to meet both tactical and strategic objectives.*	Proficiency Level: Working • Follows appropriate processes used in assessing the learning needs of a target population. • Develops live and media-based instructional programs using proper training methods. • Implements training processes for discovering the learning needs of employees. • Provides guidance and support to ensure that participants using self-study methods meet their learning goals. • Explains the methods used in the evaluation of learning outcomes.
Communicating Complex Concepts: *Knowledge of, and the ability to use summarization and simplification techniques to explain complex technical concepts in simple, clear language appropriate to the audience.*	Proficiency Level: Working • Explains products and services with little or no use of technical jargon or advanced vocabulary. • Separates fundamental concepts from supporting details in explaining a product or service. • Emphasizes the most important facts or features of a product or service. • Uses comparisons to familiar ideas when introducing a technical or novel feature. • Perceives lack of audience comprehension; further simplifies explanation when needed.
Problem Solving: *Knowledge of approaches, tools, techniques for recognizing, anticipating, and resolving organizational, operational or process problems; ability to apply this knowledge appropriately to diverse situations..*	Proficiency Level: Extensive • Uses varying problem-solving approaches and techniques as appropriate. • Develops successful resolutions to critical or wide-impact problems. • Organizes potential problem solvers and leads problem resolution efforts. • Analyzes and synthesizes information and devises alternative resolution strategies. • Contributes to standard practices for problem-solving approaches, tools, and processes. • Ensures capture of lessons to be learned from a problem-solving effort.

Position Qualifications: *(for recruiting purposes only, fill when replacing position)*

Education (or equivalency) Required	A bachelor's degree or equivalent experience and education. *Equivalency could include an associate's degree plus two additional years of experience, or no postsecondary degree and four additional years of experience*
Experience Required	- Minimum one-year related experience, preferably working in higher education, degree audit encoding, data or policy analysis, academic planning, curricular management, or an academic advising setting. - Some Experience with operation and application of: - computer-based business and information systems or data management software. - office support software (e.g. calendar, email, spreadsheets) and virtual collaboration tools (e.g. Microsoft Teams, shared file systems).
Competencies Required	Demonstrates a working to extensive proficiency level in: - Ability to synthesize information and think both analytically and creatively to determine the best solution for a given need. - Experience managing complex information requiring attention to detail. - Demonstrated ability to work independently on complex tasks while collaborating with a team on shared standards of work. - Demonstrated ability to learn new technologies and processes.
Special Qualifications Required	Potential travel for professional development or conference opportunities
Desirable Qualifications	Demonstrates a working to extensive proficiency level in: - Experience using CollegeSource uAchieve degree audit software. - Some (minimum one year) related experience working in higher education (two- or four-year institutions) or information management field. - Experience working in or collaborating with a registrar's office. - Experience working with a student information system. - Demonstrated ability to communicate complex information in a clear manner.