

**JOB TITLE:** System & Operations Administrator

**JOB CATEGORY:** Administration

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**Department /Group:** Administration

**Job code/Req#:** n/a

**Location:** Fully remote, in Canada. Applicants must be eligible to work in Canada permanently.

**Travel required:** Occasional

**Level/Salary range:** \$65,000.00

**Position type:** FT Permanent

**Language:** English, French (asset)

**Job Details:** Full time, 35 hours per week

**Hours:** Typically, EST 9AM-5PM, with flexibility required to support alternate time zones

**Benefits** Monthly benefit top-up for use with own plan, home office support, annual vacation, annual increases based on performance.

**APPLICATIONS ACCEPTED BY:**

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**Fax or Email:** [jobs@aruccnationalnetw.ork.ca](mailto:jobs@aruccnationalnetw.ork.ca)

**Subject line:** Application – System & Operations Administrator MyCreds/MesCertif

## **ABOUT MYCREDS/MESCERTIF**

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MyCredsTM | MesCertifMC, a non-profit owned by the Association of Registrars of the Universities and Colleges of Canada (ARUCC), is Canada's only comprehensive document exchange highway and credential wallet for students and graduates. Just three years old, this ground-breaking sector-led collaboration enables secure issuing, exchange, and verification of official digital documents, badges, micro-credentials and diplomas and other documents from across Canada and around the world. Now operating at scale with 33% of the market, with adoption of the national network growing steadily, MyCredsTM | MesCertifMC is growing, creating opportunities for additional team members to support the network's growth and expansion. This innovative, pan-Canadian initiative continues to benefit from the expertise of hundreds of volunteers from colleges, universities and member organizations who engage regularly to ensure the network's ecosystem continues to develop prioritizing learner mobility and lifelong learning.

The MyCreds/MesCertif team is committed to fostering an inclusive environment where all team members and clients feel valued, respected, and supported. We embrace diversity in all its forms and believe that it strengthens our team and enhances our ability to serve all network users. We believe that by embracing our differences, we can achieve our collective goals and create a more equitable and inclusive society.

### **Description**

Reporting to and under the direction of the Lead, Finance & Business Administration, the System & Operations Administrator is a technically savvy, organized team player who understands multi-tasking is not a skill. This role is responsible for supporting the daily administrative and data management needs of the MyCreds/MesCertif operational team, ensuring seamless operations that support the business development and client success teams.

The ideal candidate has a background in data analysis, systems administration, and use of automations and administrative tools to support the efficiency and effectiveness of operations. As a valued member of the MyCreds/MesCertif team, the System and Operations Administrator fosters an environment of trust, support, accountability while modeling respect for all team members and a focus on equity, diversity, and inclusion.

### **Responsibilities:**

#### **Systems Administration**

- Coordinate access to SharePoint and other document repositories, ensuring secure and appropriate permissions are set for each user based on internal control procedures. Provide support to network members as needed.
- Offer first-level support and troubleshooting for system-related issues for internal and external stakeholders.

#### **Data Analysis**

- Conduct data trending and analysis to generate insights that support the operational needs of the national network and assist in decision-making processes.
- Assist in identifying process improvement opportunities based on data analysis and feedback.

- Support the preparation, maintenance, and delivery of dashboards and reports for internal and external stakeholders on scheduled and ad hoc bases.

### **Systems Monitoring & Updating**

- Monitor and maintain system and data integrity across MyCreds network development tools, including SharePoint, CRM, and project management tools, such as Monday.com.
- Ensure data accuracy in client and operational systems through regular updates, integration management, audits, and data maintenance.
- Conduct sector-specific research to update or expand data in systems.

### **Operational Administration**

- Provide administrative support to the operational team, handling data entry, analysis, and information management tasks to contribute to the efficiency and effectiveness of the business development and client success teams.
- Ensure continuity of information between system databases and operational records through meticulous document control and data management.
- Organize, categorize, and maintain digital document libraries, ensuring all documentation is up-to-date, accessible, and organized.
- Support operational projects and processes, including coordination of inter-departmental data, information, and documentation workflows.

### **Experience & Education Requirements**

- 2 years' experience in an administrative role, preferably in a technology driven environment
- College diploma or Bachelor's degree in Business Administration, Information Systems, or related field preferred.
- Experience using data management tools
- Experience administering information systems.

### **Preferred Skills**

- Proficient in Microsoft Office Suite, especially Excel; experience with CRM or ERP systems is an asset.
- Experience with Microsoft Power BI, Power Automate an asset
- Demonstrated analytical skills
- Demonstrated ability to set priorities and manage work to meet outlined timelines.
- Strong technical proficiency with data and database management tools
- Ability to work with and interpret data
- Tact and diplomacy
- Experience with document control, project coordination, or similar operational roles is beneficial.
- Strong attention to detail and demonstrated ability to plan and organize.
- Ability to work independently and collaboratively
- Creative thinking and problem-solving abilities

- Exceptional interpersonal and intrapersonal communication skills, both written and verbal, including the ability to communicate effectively with team members or clients.

**Additional Notes**

This is a 100% remote role, with a requirement for the candidate to live in and be eligible to work in Canada on a permanent basis. No agencies please. Education and employment are subject to verification.

<b>REVIEWED BY:</b>	ARUCC Board Representative	<b>DATE:</b>	November 12, 2024
<b>Approved by:</b>	Executive Director, MyCreds/MesCertif	<b>Date:</b>	November 5, 2024
<b>Last updated by:</b>	Lead, Finance & Business Administration	<b>Date/Time:</b>	November 4, 2024