#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Finance Systems Analyst

**Job Number:** X-454 | VIP: 1948

**Band:** EXEMPT - 6

**Department:** Financial Services

**Supervisor Title:** Senior Manager, Financial Services

**Last Reviewed:**  October 18, 2023

#### **Job Purpose:**

Finance systems are the software and related processes used to manage the University’s financial operations. Examples include procure to pay, travel expense reimbursement, electronic banking, and credit card transactions.

The Finance Systems Analyst, under the direction of the Senior Manager of Financial Services, will support the Financial Services department through system processes review, enhancement, and implementation. The ability to analyse system functionality and understand the Financial Services department strategy will be required to produce process innovations and workflow improvements for the Finance team and its clients.

Proficiency in understanding financial management software and business processes, demonstrated technical knowledge as well as exceptional analytical, communication, time management and customer service skills are critical for the success of the Finance Systems Analyst.

#### Key Activities:

**Job Overview**

The Finance Systems Analyst’s focus will be on understanding systems, seeking and implementing process improvements, training staff, preparing communications strategies, and creating process documentation to support the Financial Services department in optimizing the application of technology to improve business processes.

As a systems subject matter expert, the Finance Systems Analyst will focus on process improvements and supports that align with business and operational protocols while maintaining financial systems access and functionality.

**Key Activities**

* Developing and maintaining system access and controls to support finance operations.
* Developing and maintaining system documentation including procedural content; ensuring business systems are well defined and produce reliable results.
* Identifying system issues and decision-making framework to assist with delivery methods to improve processes and enhancements of existing applications.
* Key liaison with the IT Department on system issues, stability, and maintenance.
* In consultation with department managers, human resources, and IT, assess and implement process improvement and workflow analysis related to the University’s finance systems and processes.
* Work with assigned managers to develop or assist in the assessment and adoption of process improvements in response to legislative, policy and collective agreement related changes. Updates the financial system budgeting software to include confidential budget forecasting and modeling for use by managers in developing future budget requests.
* Perform system audits that provide risk/opportunity assessments to develop options and recommendations to management and implementation support for decisions made.
* Embrace LEAN principles during process reviews.
* Work with team members to devise new support material based on existing or revised processes including training, reporting, and system enhancements.
* Complete post-implementation reviews, when applicable, to ensure successful delivery has been achieved, identifying improvements for future projects.
* Implement training programs and user support.
* Carries out testing in non-production environments.
* Financial Services website development and maintenance, ensuring sufficient content for customer service requirements.
* Monitors and applies relevant legislation, policies, and procedures to financial system processes.
* Develop productive, collaborative working relationships with relevant colleagues and campus partners.
* Act as the finance systems subject matter expert for reporting, and provides input and information during collective bargaining, grievances, budget modeling and development.
* Utilize finance systems to support budgetary and restructuring operations across the University.
* Other duties and support of the Finance team as assigned by the Senior Manager, Financial Services.

#### Education Required:

Honours University Degree (4 years) in Operations Management, Business Administration, Information Technology or equivalent education and experience.

#### Experience/Qualifications Required:

1. Three (3) years related experience in a relevant position.
2. Demonstrated experience with strong digital, technology and IT literacy.
3. Strong project management capabilities.
4. Excellent analytical and troubleshooting skills.
5. Strong knowledge of software systems; experience with Chrome River expense management software and Colleague ERP software would be an asset.
6. Proficiency in computer applications including Microsoft Office applications.
7. Report and procedure writing skills.
8. Experienced in coaching and training.
9. Ability to prioritize competing job requirements effectively, to ensure deadlines met.
10. Ability to exercise judgment and confidentiality to handle private information and sensitive data.
11. Ability to work independently and as a team player.
12. Strong organizational, interpersonal, and communication (written and verbal) skills

#### Supervision:

* No formal supervision of others is required.

**Job Evaluation Factors:**

##### Analytical Reasoning

This position is going to have to be familiar with Trent’s finance systems and processes to foster workflow improvements and evolving system enhancements. Analyses of data using appropriate technologies and tools necessary.

Excellent communicator to support clients including preparation of training material and hosting training sessions for faculty and staff.

##### Decision Making

Provides judgements based on identified needs and root causes. Ability to understand software and its functionality. Recommends appropriate strategies to ensure adherence to governance structures and application of best practice.

Acts independently when performing training sessions and using professional judgement when answering any questions during training sessions.

##### Impact

As this role will develop process and workflow documentation and provide training of faculty and staff, the reputation of the Finance department may be negatively impacted if the information is not conveyed correctly.

##### Responsibility for the Work of Others

N/A

##### Communication

This role will involve analytic reviews, creating process and communication documentation and providing training for internal stakeholders.

Internal:

Managers/Staff/Faculty:

* working with management regarding project assignments, updates, decision-making framework, and action-plan development
* Communicates and gains commitment from internal stakeholders
* Investigate, report, and resolve system irregularities
* Providing management with guidance and direction on project outcomes
* Coordinates meetings
* Representing the Financial Services Department when hosting information and training sessions

External:

* Service Providers – Maintaining open communication with system service providers, ensuring full comprehension during meetings to allow appropriate set-up and understanding of system parameters.

##### Motor/Sensory Skills

* Fine motor skills are required for keyboarding with speed and accuracy.
* Dexterity - handwriting, typing and operating a mouse on a PC system.
* Hearing/Reasoning Skills - Acuity for dealing with people during phone inquiries and meetings.
* Visual/Sensory Distinction - Ability to read documents while keying information into the computer. Seeing all information on computer screens, reports – interpret, edit and analyze data.

##### Effort

Mental:

* Analytical and problem-solving skills.
* Ability to work in a shared workspace with background noise and other distractions. Lack of privacy to concentrate when keying.
* Ability to multi-task, shift priorities with workload when new/unexpected issues arise.
* Listening – required to resolve problems, understanding of issues, ask appropriate questions for clarification.

Physical:

* Sitting for extended periods.
* Keyboarding for extended periods.

##### Working Conditions

Physical:

* Constant repetitive motion to key for extended periods can contribute to back, eye and wrist strain and stiffness.

Psychological:

* Ability to work with frequent interruptions.
* Ability to reprioritize work based on new/unexpected issues that arise. Multiple competing demands.
* Responding to complaints from faculty, staff, vendors, and students regarding system deficiencies.
* Adhering to strict deadlines, timely completion of tasks within deadlines.