

**Job ID:** #SCHII-23-53  
**Job Title:** Graduate Admissions and Application Systems Officer  
**Department:** Faculty of Graduate Studies  
**Campus:** Thunder Bay, ON  
**Status:** Full Time, Permanent  
**Job Category:** Schedule II

**Date Posted:** December 5, 2023  
**Closing Date:** December 13, 2023

## Why Lakehead University?

Thunder Bay is one of Canada's top emerging cities. Here you will find a mix of modern city living and the best of nature – all on your doorstep. Thunder Bay provides small city affordability, big city opportunities and the bonus of a superior lifestyle. When it comes to location, nature and cost of living, Thunder Bay is one of the best places to live in Canada. For more on the vibrant city of Thunder Bay, visit [thunderbay.ca](http://thunderbay.ca).

At Lakehead University we challenge the conventional to provide a university experience that's far from ordinary. Your unique ideas will be respected and encouraged. Join our thriving academic community where you can make a real difference through innovation and collaboration.

Lakehead is a comprehensive University with a reputation for innovative programs and cutting-edge research. In 2022, for the third year in a row, Lakehead University was included in the top 100 of the Times Higher Education Impact Rankings. Lakehead is the highest ranked university in the world with under 10,000 students. Maclean's has once again included Lakehead University among Canada's top 10 primarily undergraduate universities in the magazine's 2023 University Rankings.

## About this Job

Reporting to the Manager, Graduate Studies, the Graduate Admissions and Systems Officer is responsible for the management of the graduate application system, Survey Monkey (SM) as well as has responsibility for the evaluation of graduate application assessments, processing admission recommendations, tracking conditions of admission decisions, management of admission records and communications with prospective students and applicants. The Graduate Admissions and Systems Officer provides functional leadership for solution designs and implantation that improves the ongoing user experience. The incumbent is responsible for the ongoing guidance, development, and training of the Faculty of Graduate Studies staff with regard to the systems-related functions, in order to meet admission goals.

## Job Duties

- Assess applicant files verifying adherence to Senate approved regulations and policies pertaining to the Faculty of Graduate Studies.
- Implement and interpret admission policy and procedure through analysis, calculation and evaluation for the purpose of overseeing specific activities of the admission process.

# Employment Opportunity

- Provide admission advice to international and domestic applicants, evaluates supporting documents, and counsels prospective students and third parties on opportunities at Lakehead University
- Coordinates the Direct Offer Program
- Maintain open and effective communication with Graduate Coordinators as well as provide advice and support
- Provide collaborative leadership in the Faculty of Graduate Studies
- Oversee the application and admission records management and systems. Ensure data in SM is correctly applying the complex rules for admission, coding appropriate changes of status and conditions for admission for final decisions, establishing accurate data, identifying, testing and resolving systems issues
- Troubleshoot system issues, conducting appropriate research and coordinating solutions with the Office of Enrollment Services and ERP
- Responsible for any testing and updates that may be needed to SM to ensure the system is working at optimal performance
- Create user guides, documentation and train graduate staff and faculty engaged in admissions on how to work within Survey Monkey
- Develop and prepare reports and data visualization, including analytics in support of the admission life cycle

## Qualifications

- Post-Secondary degree in Computer Science, Management Information Systems or equivalent combination of education and systems experience in a post-secondary environment.
- Project Management training and/or accreditation in Business Analysis would be an asset
- Advanced systems analysis skills, as well as comprehensive experience implementing and supporting complex information systems
- Proven ability to understand complex situations, tasks or problems, often with multiple stakeholder groups
- Demonstrated strong analytical skills and an accomplished problem solver
- Track record of understanding customer needs and designing solutions to address
- Innovative with strong continuous improvement and project management skills
- Strong understanding of university policy and operations, especially as it relates to graduate admissions
- Advanced knowledge of Microsoft Office
- Proven ability to communicate effectively in writing and verbally, with excellent listening skills

## Working Conditions

- Office environment

## What do We Offer?

This position offers a competitive remuneration package including salary, comprehensive benefits package, life insurance, pension plan, and tuition waiver.



# Employment Opportunity

Lakehead University has a commitment to supporting employees and providing opportunities for flexible and diverse work arrangements. We are proud to share the [Alternate Work Arrangement Guideline](#) as a step to creating innovative schedules that work for our employees to promote a quality work-life balance. Please inquire with the hiring manager if this position is eligible for an Alternate Work Arrangement.

## How to Apply

Interested applicants may apply by clicking on this link to [this Google Form](#) and attaching your cover letter and resume in word or PDF format.

If you are experiencing any issues with the Google Form, please email [careers@lakeheadu.ca](mailto:careers@lakeheadu.ca) for assistance.

**We appreciate your interest; however, only those selected for an interview will be notified. Lakehead University is committed to creating a diverse and inclusive environment and welcomes applications from all qualified individuals including women, racialized persons, Indigenous people, persons with disabilities and other equity-seeking groups. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority. This is in accordance with Canadian immigration requirements.**

**Lakehead University is committed to supporting an accessible environment. Applicants requiring accommodation during the interview process should contact the Office of Human Resources at (807) 343.8334 or [human.resources@lakeheadu.ca](mailto:human.resources@lakeheadu.ca) to make appropriate arrangements**