

Queen's Doctoral Internship in University Administration (QDIUA)

Job Title: Business Analyst – Process Mapping Intern

Office/Department/Program: Dean's Office, Faculty of Arts & Science

Number of Positions: 1

Fellowship Mentor (if identified at this time): Sharon Regan

Brief Description of Your Unit/Organization:

The Faculty of Arts and Science is the largest faculty at Queen's with approximately 30 departments and programs, offering undergraduate degrees and graduate programs at the masters and doctoral level.

The Faculty of Arts and Science at Queen's provides a challenging and innovative education within the context of a mid-sized, residential University and a research-intensive environment. Research and learning are closely tied in a wide range of graduate and undergraduate programs designed to foster analytical, critical and creative thought as regular habits of mind and to transform students into informed, responsible and educated global citizens.

Currently, approximately 578 faculty members offer courses to approximately 12,912 undergraduates and 1,791 graduate students.

The Dean's Office supports these undergraduate and graduate programs and facilitates budgeting matters, faculty and staff appointments and career development, Faculty planning and coordination of programs and departments.

Intern Responsibilities and Learning Outcomes:

Role Summary

- Reporting to the Associate Dean (Graduate Studies and Global Engagement), the Business Analyst - Process Mapping Intern will be responsible to document large and complex business processes utilizing various techniques to extract the different staff touchpoints of graduate student administration. Specifically, the incumbent will map central processes from a Graduate Administration perspective, with a clear understanding of which central units (e.g. School of Graduate Studies, Human Resources, Registrar's Office, Finance) to approach for specific tasks. The end goal is to streamline staff processes to better serve the graduate students. The successful candidate will have a passion for process and continuous improvement. Also, the Business Analyst - Process Mapping Intern will ensure that proposed solutions meet stakeholder needs through ongoing assessment of process and deliverables.
- Project deliverables will include
 - Meet with key stakeholders to determine functions and goals;
 - Gather information through process mapping, flow-charting, and workshops. This information can then be used to develop better process engineering; and
 - Create report based around recommendations.

Key Responsibilities

- Research Processes - interview staff and key stakeholders to ascertain the tools, methods, and resources needed for effective processes. This also involves staying up-to-date with the latest business best practices and technological developments that can help to automate and streamline processes to help businesses perform more efficiently.
- Gathering Data - gather information through process mapping, flow-charting, and workshops. This information can then be used to develop better process engineering.
- Meet with Clients - meet with clients and carry out workshops to help document valuable information and to determine the business goals that clients / stakeholders want to achieve and work towards.
- Monitor Process Performance – review workflow processes to find out how they can be improved or streamlined.
- Develop Report - present the data gathered to stakeholders for further discussion and opportunities to outline how processes and performances can be improved.

Intern Learning Outcomes

During this internship, the intern will further develop the ability to:

- Coordinate a project through the design and execution of project plans and works plans
- Think critically; using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Analyze systems and operations in order to determine how it should work and how changes will affect outcomes.
- Manage time and meetings using a shared calendar
- Work independently in a highly collaborative team environment
- Apply process mapping acumen to complex challenges
- Design feedback mechanisms, assess feedback and make decisions based on feedback gathered
- Use an EDII lens when developing improved processes
- Assess work performance and skills development, as well as future career development goals

Desired Qualifications

Required:

- An interest in leading business process documentation and mapping
- An interest in learning project management skills, including the ability to manage multiple tasks, projects and priorities
- Demonstrated proficiency with Microsoft office and interest in learning project management tools
- Interest in working on a team, using interpersonal skills to build positive and productive working relationships with others
- Ability to be adaptable and flexible
- Time management and organizational skills required to manage competing priorities and meet deadlines
- Strong written communication skills

- Demonstrated commitment to principles of equity, diversity, accessibility, inclusion, Indigenization and human rights for equity deserving groups. Respects diversity and promotes inclusion in the workplace.

Additional Assets:

- Knowledge of Graduate Studies and services and resources available to Queen's Graduate students

The Faculty of Arts and Science is excited to welcome a doctoral intern to our team! Along with the project and responsibilities described above, the intern will be exposed to senior leaders and staff within the Faculty through participating and facilitating relevant meetings and working groups. Through bi-weekly mentorship and coaching conversations with their supervisor, the intern will learn more about business process mapping and build specific knowledge and skills related to career development practice.