**P4: Level Standards**

**GENERAL ROLE**

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence. Positions at this level may supervise student or support employees.

Incumbents:

* Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
* Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
* Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* Works under direction.

*🡪 Context of Decisions*

* Decisions should involve selecting an approach from among alternatives, timing when certain tasks should be performed, determining how to best use available resources, and other similar choices.
* Decisions require more coordination and collaboration among different sources, taking into consideration the roles and impact on work outside the immediate organization.

*🡪 Job Controls*

* Has the latitude to make decisions on projects that they are accountable for delivering on.
* Free to plan and carry out all phases of work assignments.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Assignments are defined as less reoccurring or cyclical tasks, and primarily consist of development or refinement of programmatic or administrative objectives.

*🡪 Course of Resolution*

* Resolution and project completion require substantial planning and scheduling within the department in order to obtain and align resources when and where needed.

*🡪 Measure of Creativity*

* Problems are not amenable to strict technical resolution, requiring innovative thinking.

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Regularly provides information on finished materials to others.
* Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer's views.

**SCOPE AND MEASURABLE EFFECT**

* Incumbents may supervise a small homogenous department, with proportionate responsibility to perform daily responsibilities similar to the work of subordinate staff.
* Actions typically affect an individual, item, event, or incident, etc.
* Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
* Incumbents are typically designated as a lead or frequently assigned project leadership roles within a specific administrative/programmatic function or specialty area.
* Generally, have a more direct impact on a larger action or process, such as serving as an approver in a process, where the process is “owned” by a different work unit.

**Job Template**

**GENERAL SUMMARY**

Participates in the design and building of departmental system applications, tools, and equipment with a focus on the assigned department’s business domain; facilities implementation and use.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under the direction of a supervisor or manager.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

* Coordinates tool/equipment usage and tracking, office processes, and workflow associated with an assigned application system(s).
* Troubleshoots issues with tools and administrative or system workflows.
* Responds to requests for altered equipment, tools, and system workflows.
* Reviews the viability of equipment and/or software solutions for meeting business requirements.
* Generates system queries and reports, determining among appropriate fields and values to use to meet report requirements.
* Diagnoses, repairs, and/or rebuilds tools, equipment, instruments, and application systems, as required.
* Serves as the functional liaison between departmental stakeholders and IT staff and/or vendors.
* Serves on cross-functional business process teams.
* Prepares and delivers training in support of the use and maintenance of equipment, tools, or system applications.
* Maintains an understanding of the department’s business functions and its processes.
* Serves as a resource in the design and testing of IT systems for improving processes.
* Guides the work and activities of any assigned staff.
* Quotes and purchases items for needs and maintains an updated inventory of supplies and equipment for the department.
* Performs user acceptance testing.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Bachelor’s degree in related field.
* Four years of related experience.

*An equivalent combination of education and/or experience may be substituted for the degree and years requirement.*

**COMPETENCIES**

**Knowledge of:**

* Departmental services and processes
* System applications and their functionality
* Relevant assistive tools and equipment
* Microsoft Office and related software applications

**Skill in:**

* Planning and organization
* Troubleshooting
* Developing and maintaining effective and appropriate working relationships
* Critical thinking, problem solving and analysis

**Ability to:**

* Maintain records and produce complex reports
* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management