

Job Template: Functional Specialist

Occupational Group	Administrative Services						
Job Family	Business Operations						
Job Path	Functional Analysis						
Job Title	Functional Specialist						
Job Code	B13001	FLSA Status	E	Job Category	P	Job Level	4

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 Received*

- 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.

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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.

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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 TEAM WORK

Works under the direction of a supervisor or manager.

ESSENTIAL DUTIES & 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.

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- 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.

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

Job Template: Functional Analyst

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Job Title	Functional Analyst						
Job Code	B13000	FLSA Status	E	Job Category	P	Job Level	6

P6: Level Standards

GENERAL ROLE

This level is accountable for serving in a highly advanced capacity in an area of specialization. The advanced resource capacity must be distinct from the regular or most common provision of work within the area of specialization. Positions at this level are not reflective of the majority of the workforce, but instead the most advanced functions within an area of specialization.

Incumbents:

- Serve in a subject leader and consultative capacity within an area of expertise.
- Set goals and objectives for team members to meet project initiatives and standards.
- Distribute project work.
- Evaluate and monitor the accuracy, quality, quantity, and timeliness to meet project milestones and objects.

INDEPENDENCE AND DECISION-MAKING

→ *Supervision Received*

- Works under direction.
- Seeks approvals when significant changes to process steps are considered and additional resources for task completion are required.

→ *Context of Decisions*

- Decisions are driven by departmental policy and procedures.
- Incumbents understand the smallest details of an assigned area.

→ *Job Controls*

- Free to plan and carry out all phases of work assignments, including the oversight of project staff.
- Has the latitude to make daily operational project decisions.

COMPLEXITY AND PROBLEM SOLVING

→ *Range of issues*

- Issues are readily identified but cannot be understood and fixed in simple cause-effect terms.

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- Variables affecting the problem are generally known.

→ *Course of Resolution*

- Utilizing an understanding of best practices and the way similar units run elsewhere, convincingly recommends, develops, and implements capital and process improvements to the area.

→ *Measure of Creativity*

- Problems require integrative solutions such as how technologies, processes, resources, and people all fit together

COMMUNICATION EXPECTATIONS

→ *Manner of Delivery and Content*

- Deliver statements and information in a combined persuasive and motivational fashion to subordinate staff, departmental and University administrators, and the campus community as a whole.

SCOPE AND MEASURABLE EFFECT

- Serve as a lead over major projects within a specific administrative/programmatic function or specialty area requiring specialized education.
- Actions regularly affect a department or an office-centric outcome with departmental impact.
- Actions generally have a direct impact on controlling such things as nature of work and scope of services.
- Actions may have high-risk financial, compliance, political or safety implications.
- Performance results tend to relate to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

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Job Template

GENERAL SUMMARY

Oversees the day-to-day administration and improvement of departmental/divisional system applications with a focus on the division or department's business domain.

REPORTING RELATIONSHIPS AND TEAM WORK

Works under the direction of a Manager or Director.

ESSENTIAL DUTIES & 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.

- Administers an application system and the office process and workflow associated with the system.
- Responds to regular concerns and challenges with administrative or system workflows.
- Serves as the functional liaison between departmental stakeholders and IT staff and/or vendors.
- Assesses business processes and determines areas of improvement.
- Identifies and validates the key business requirements.
- Leads cross-functional business process teams and continuous improvement efforts.
- Evaluates potential software solutions to ensure that they meet business requirements.
- Ensures technical solutions meet business needs.
- Conducts research and analysis to develop plans and technical reports.
- Prepares and delivers training in support of system applications.
- Maintains an understanding of the business and its processes.
- Serves as a resource in the design and testing of IT systems for improving processes.
- Leads and directs the work and activities of any assigned staff.
- Performs user acceptance testing.
- Performs related work as required.

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MINIMUM QUALIFICATIONS

- Bachelor's degree in related field.
- Six years of related experience.
- One year of experience overseeing large projects OR serving as a senior team member regularly performing the most advanced tasks in the business area.

COMPETENCIES

Knowledge of:

- Departmental services and processes
- System applications and their functionality
- 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
- Understand project design documents, specifications, and details
- Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management