

## Job Template: IT Project Business Analyst

<b>Occupational Group</b>	Information Technology
<b>Job Family</b>	IT Project Management
<b>Job Path</b>	IT Project Management
<b>Job Title</b>	<b>IT Project Business Analyst</b>
<b>Job Category: P</b>	<b>Job Level: 4</b>
<b>FLSA Status: E</b>	<b>Job Code: E20001</b>

### **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.

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- 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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<b>FLSA Status: E</b>	<b>Job Code: E20001</b>

### **Job Template**

#### **GENERAL SUMMARY**

Provides domain competency and technical support in software development and implementation. Confers with technical and functional groups in research, evaluation, and identification of technology and business solutions.

#### **REPORTING RELATIONSHIPS AND TEAMWORK**

Works under general supervision 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.*

- Works with cross-disciplinary team to manage in all aspects of project implementation.
- Oversees business process mapping and business requirements formulation.
- Manages project risks and issues, and facilitates decision-making.
- Assists in design, documentation, and maintenance of system processes.
- Engages with technical and functional teams in seeking ways to improve business processes and efficiencies.
- Ensures the project requirements of the functional teams are addressed.
- Assists with presentations, system roadshows, town halls, and training in support of change management activities.
- Assists in design and review of test cases.
- Reports on technical issues, makes recommendations to project team,
- Support the confidentiality, integrity, and availability of University information as part of the overall University Information Security Program.
- Performs related work as required.

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### **MINIMUM QUALIFICATIONS**

- Bachelor's degree
- Three to five years of Information Technology (IT) Business Analysis experience or equivalent work-related experience

### **COMPETENCIES**

#### **Knowledge of:**

- Software development life cycle or equivalent project lifecycle processes
- Software systems and tools
- Change management
- General Information Technology functions and capabilities
- Process mapping
- Process improvement

#### **Skill in:**

- Project planning, organization, and execution
- Business case development
- Conducting cost/benefit analysis
- Business process mapping and modeling
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

#### **Ability to:**

- Prioritize business requirements and create mockups and prototypes as needed
- Communicate effectively with management and project team
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Prepare documentation and maintain issues/defect log
- Maintain the confidentiality of information and professional boundaries

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## Job Template: IT Project Manager 1

<b>Occupational Group</b>	Information Technology
<b>Job Family</b>	IT Project Management
<b>Job Path</b>	IT Project Management
<b>Job Title</b>	<b>IT Project Manager 1</b>
<b>Job Category: P</b>	<b>Job Level: 4</b>
<b>FLSA Status: E</b>	<b>Job Code: E20002</b>

### **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.

## Job Template: IT Project Manager 1

<b>Occupational Group</b>	Information Technology
<b>Job Family</b>	IT Project Management
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<b>Job Title</b>	<b>IT Project Manager 1</b>
<b>Job Category: P</b>	<b>Job Level: 4</b>
<b>FLSA Status: E</b>	<b>Job Code: E20002</b>

### 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.



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<b>Job Category: P</b>	<b>Job Level: 4</b>
<b>FLSA Status: E</b>	<b>Job Code: E20002</b>

- 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: IT Project Manager 1**

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<b>Job Path</b>	IT Project Management
<b>Job Title</b>	<b>IT Project Manager 1</b>
<b>Job Category: P</b>	<b>Job Level: 4</b>
<b>FLSA Status: E</b>	<b>Job Code: E20002</b>

### **Job Template**

#### **GENERAL SUMMARY**

Provides domain competency, technical support, and project management in software development. Confers with technical leadership in research, evaluation, and identification of technology solutions.

#### **REPORTING RELATIONSHIPS AND TEAMWORK**

Works under general supervision 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.*

- Works with cross-disciplinary team to manage and oversee all aspects of project implementation.
- Manages project risks, issues, escalation, and facilitates decision making.
- Oversees project budget and reconciles projects financial forecast throughout the life of the project.
- Facilitates and maintains project governance.
- Works with technical leads to ensure all technology deliverables are managed and executed within the scope of the project.
- Ensures the project requirements of the functional teams are addressed.
- Conducts project and system roadshows, town halls, and training in support of change management activities.
- Maintains an open dialog with users, responding to inquires and collaborating with constituents.
- Supports the development of plans and processes that minimize risk to services or systems.
- Supports the confidentiality, integrity, and availability of University information as part of the overall University Information Security Program.

## **Job Template: IT Project Manager 1**

<b>Occupational Group</b>	Information Technology
<b>Job Family</b>	IT Project Management
<b>Job Path</b>	IT Project Management
<b>Job Title</b>	<b>IT Project Manager 1</b>
<b>Job Category: P</b>	<b>Job Level: 4</b>
<b>FLSA Status: E</b>	<b>Job Code: E20002</b>

- Performs related work as required.

### **MINIMUM QUALIFICATIONS**

- Bachelor's degree
- Three to five years of Information Technology (IT) Project management experience

### **COMPETENCIES**

#### **Knowledge of:**

- Software development life cycle or equivalent project lifecycle processes
- Software systems and tools
- Change management
- General Information Technology functions and capabilities
- EVMS
- SOW and contract management

#### **Skill in:**

- Project planning, organization, and execution
- Facilitating cross-disciplinary teams
- Process mapping and process improvement
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving, and analysis

#### **Ability to:**

- Present to large audience
- Communicate with senior management
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Prepare documentation as needed
- Maintain the confidentiality of information and professional boundaries

## **Job Template: IT Project Manager 2**

<b>Occupational Group</b>	Information Technology
<b>Job Family</b>	IT Project Management
<b>Job Path</b>	IT Project Management
<b>Job Title</b>	<b>IT Project Manager 2</b>
<b>Job Category: P</b>	<b>Job Level: 6</b>
<b>FLSA Status: E</b>	<b>Job Code: E20003</b>

### **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*

## Job Template: IT Project Manager 2

<b>Occupational Group</b>	Information Technology
<b>Job Family</b>	IT Project Management
<b>Job Path</b>	IT Project Management
<b>Job Title</b>	<b>IT Project Manager 2</b>
<b>Job Category: P</b>	<b>Job Level: 6</b>
<b>FLSA Status: E</b>	<b>Job Code: E20003</b>

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

## **Job Template: IT Project Manager 2**

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<b>Job Path</b>	IT Project Management
<b>Job Title</b>	<b>IT Project Manager 2</b>
<b>Job Category: P</b>	<b>Job Level: 6</b>
<b>FLSA Status: E</b>	<b>Job Code: E20003</b>

### **Job Template**

#### **GENERAL SUMMARY**

Provides domain competency, technical support, and project management in software development. Confers with technical leadership in research, evaluation, and identification of technology solutions.

#### **REPORTING RELATIONSHIPS AND TEAMWORK**

Works under general supervision of a manager or Director.

#### **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.*

- Supervises project staff, including setting tasks, priorities, and deadlines.
- Works with cross-disciplinary team to manage and oversee all aspects of project implementation.
- Manages project risks, issues, escalation, and facilitates decision making.
- Oversees project budget and reconciles projects financial forecast throughout the life of the project.
- Facilitates and maintains project governance.
- Works with technical leads to ensure all technology deliverables are managed and executed within the scope of the project.
- Ensures the project requirements of the functional teams are addressed.
- Conducts project and system roadshows, town halls, and trainings in support of change management activities.
- Maintains an open dialog with users, responding to inquiries and collaborating with constituents.
- Supports the development of plans and processes that minimize risk to services or systems.

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<b>Job Category: P</b>	<b>Job Level: 6</b>
<b>FLSA Status: E</b>	<b>Job Code: E20003</b>

- Supports the confidentiality, integrity, and availability of University information as part of the overall University Information Security Program.
- Performs related work as required.

### **MINIMUM QUALIFICATIONS**

- Bachelor's degree
- Five to ten years of Information Technology (IT) Project management experience managing large-scale projects.

### **COMPETENCIES**

#### **Knowledge of:**

- Software development life cycle or equivalent project lifecycle processes
- Software systems and tools
- Change management
- Project management
- General Information Technology functions and capabilities
- EVMS
- SOW and contract management
- PMP certification

#### **Skill in:**

- Project planning, organization, and execution
- Managing large scale and complex projects
- Supervisor experience
- Leading and facilitating cross-disciplinary teams
- Process mapping and process improvement
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving, and analysis

#### **Ability to:**

- Negotiate contract terms and conditions

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<b>FLSA Status: E</b>	<b>Job Code: E20003</b>

- Present to large audience
- Communicate with senior management
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Prepare documentation as needed
- Maintain the confidentiality of information and professional boundaries



## Job Template: IT Quality Assurance

<b>Occupational Group</b>	Information Technology
<b>Job Family</b>	IT Project Management
<b>Job Path</b>	IT Project Management
<b>Job Title</b>	<b>IT Quality Assurance</b>
<b>Job Category: P</b>	<b>Job Level: 4</b>
<b>FLSA Status: E</b>	<b>Job Code: E20000</b>

### **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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<b>Job Category: P</b>	<b>Job Level: 4</b>
<b>FLSA Status: E</b>	<b>Job Code: E20000</b>

### **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.

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- 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**

Provides domain competency and technical support in software development. Confers with technical leadership in research, evaluation, and identification of technology solutions and quality assurance.

#### **REPORTING RELATIONSHIPS AND TEAMWORK**

Works under general supervision 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.*

- Interprets and implements quality assurance standards.
- Designs, plans, conducts, and monitors testing of software products prior to product release.
- Works with cross-disciplinary team in all aspects of project implementation.
- Investigates user complaints and non-conformance issues.
- Develops, recommends, and monitors corrective and preventive actions.
- Maintains an open dialog with users, responding to inquires and collaborating with constituents.
- Identifies training needs and assists in organizing training materials to meet quality standards.
- Supports the development of plans and processes that minimize risk to services or systems due to errors.
- Supports the confidentiality, integrity, and availability of University information as part of the overall University Information Security Program.
- Performs related work as required.

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### **MINIMUM QUALIFICATIONS**

- Bachelor's degree
- OR
- Four year related work experience
- AND
- Six Sigma, Quality Improvement Associate, or equivalent certification(s)

### **COMPETENCIES**

#### **Knowledge of:**

- Software systems and tools
- Change management
- Attention to detail
- Requirements collection
- Software development life cycle
- Planning and organizing
- Customer service oriented

#### **Skill in:**

- Project planning, organization, and execution
- Facilitating cross-disciplinary teams
- Process mapping and process improvement
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving, and analysis

#### **Ability to:**

- Communicate with management
- Develop, recommend, and monitor corrective and preventive actions
- Communicate effectively through both oral and written means

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- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Prepare documentation as needed
- Maintain the confidentiality of information and professional boundaries