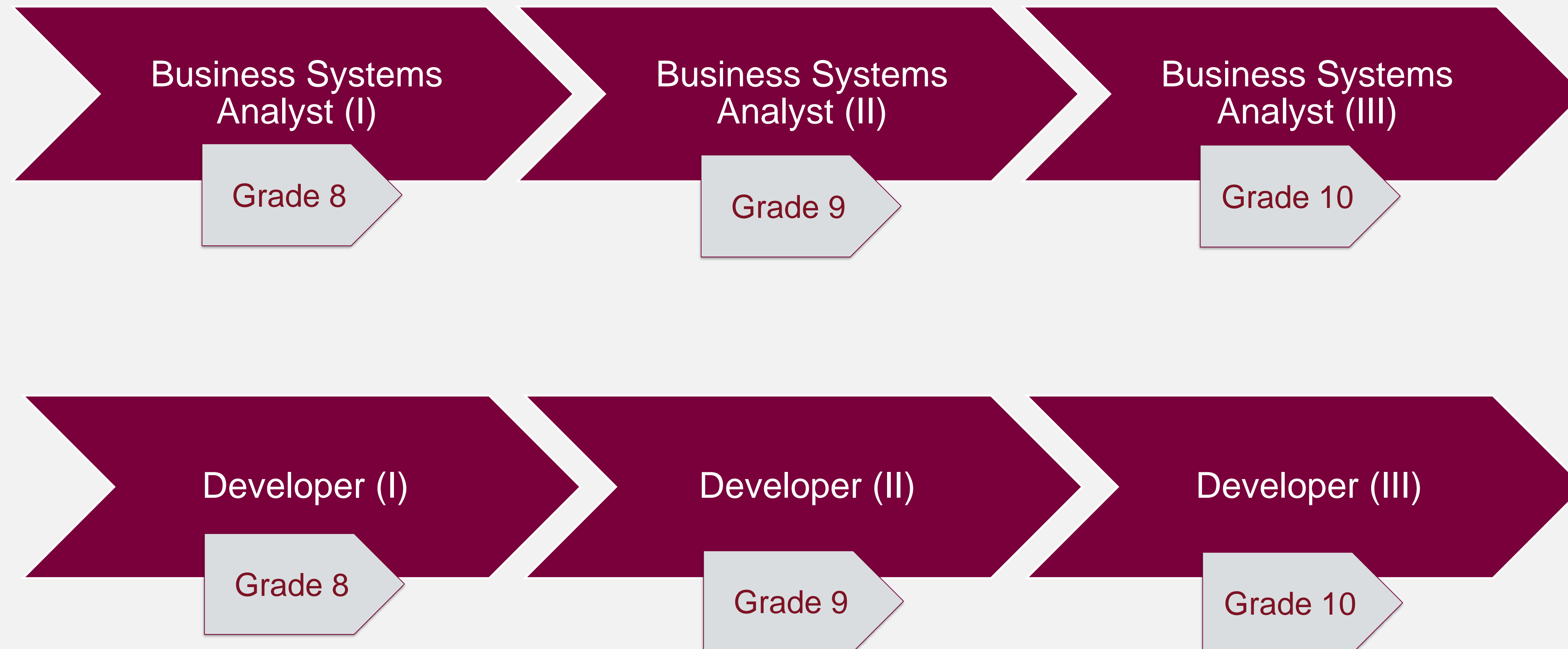


INFORMATION TECHNOLOGY

Job Family Progression:

This document is meant to support Hiring Managers in identifying and outlining key differences in job duties, responsibilities and requirements as the jobs progress in the job family to easily identify and select the appropriate JD for their area.



Business Systems Analyst Progression

Business Systems Analyst I [JD0627]

JE Results

- Grade 8

Education and Experience

- Bachelors Degree in Computer Science
- 2 years experience

Scope of Job

- Acts as a technical and consulting resource for routine and moderately complex issues related to various University departments and units with respect to the implementation and maintenance of information technology systems.
- Supports the University's academic and administration departments by acting in a functional capacity in all phases of the Project Life Cycle for components of medium to large projects, including post-production support and ongoing maintenance.
- Continuously gains an understanding of the University's operations and processes and how systems are used in support of those operations.
- Works under routine supervision without frequent reference to others and uses minor discretion to resolve various problems and inquiries. Specific instruction is given and work is frequently reviewed.

Core Job Duties

- Elicit requirements using interviews, document analysis, requirement workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, and task and workflow analysis.
- Analyze information needs and functional requirements and deliver artifacts such as functional requirements, business process models, use cases, screen and interface designs, test plans and test cases.
- Critically evaluate information gathered from multiple sources to distinguish user requests from the underlying true needs.
- Take ownership of functional issues by identifying underlying problems, analyzing potential solutions and implementing system resolutions, including workarounds.
- Provide Level III post implementation support to users regarding functional issues.
- Participate in all phases of testing including, but not limited to, system, integration, acceptance, regression, and performance.
- Work with the development team to determine technical approaches and technical risks for project testing.
- Develop requirement specifications according to standard templates, using natural language.
- Work closely with testing team members to ensure that requirements are testable.
- Prepare and assist other testers with the creation of test cases.
- Identify and manage defects identified during all phases of a project.
- Review test cases created by testing team members to ensure that the test cases adequately define the business processes.
- Resolve problems in the test, production implementation, and post-implementation phases in coordination with other technical and business groups.
- Develop simple queries using basic Business Intelligence tools.
- Review systems, processes, and information and provide recommendations to supervisor.
- Serve as the conduit between the Project Management Office and development teams through which requirements flow.
- Liaise between the technology and support teams.
- Communicate project, issue, and system status to the Lead and Project Manager.
- Communicate testing results to other stakeholders.
- Follow a test script and document defects.
- Prepare and review recommendations and other project initiation documents.
- Prepare and review end user and operations documentation, training materials, and timelines.
- Maintain information technology process flow, methodology, and control documentation.
- Work with the Lead and Project Manager to prioritize and schedule issues resolution.
- Work collaboratively with others to achieve departmental and institutional goals. Actively participate as a member of a team to move the team toward the completion of goals.
- Perform a range of varied work activities in a variety of structured environments.
- Acquire and maintain a basic understanding of Business Intelligence and Data Warehousing principles.
- Read and understand complex Business Process Diagrams and develop basic (Level II) models.
- Read and understand a complex project plan and develop simple project plans.
- Remain current with relevant development and project methodologies, security policies and procedures and work with System Administrators to implement security changes.
- Remain current with the different levels of testing and develop simple use cases and test scripts.

Supervision

- Provide direction to others in how to carry out work tasks.

Business Systems Analyst II [JD0628]

JE Results

- Grade 9

Education and Experience

- Bachelors Degree in Computer Science
- 3 years experience

Scope of Job

- Acts as a technical and consulting resource for routine and moderately complex issues related to various University departments and units with respect to the implementation and maintenance of information technology systems.
- Supports the University's academic and administration departments by acting in a functional capacity in all phases of the Project Life Cycle for components of medium to large projects, including post-production support and ongoing maintenance.
- Continuously gains an understanding of the University's operations and processes and how systems are used in support of those operations.
- Works under general supervision and uses discretion to resolve various problems and inquiries. Specific instruction is usually given and work is reviewed at frequent milestones.

Core Job Duties*

- Critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs.
- Conduct gap analyses.
- Ensure that projects meet specified functionality requirements.
- Perform advanced levels of analysis, problem solving and research skills to formulate solutions to complex business needs.
- Perform the functional analysis for production support activities and advise business users in the analysis of less complex issues.
- Work with project stakeholders to understand project scope and create test documents.
- Manage all phases of testing including, but not limited to, system, integration, acceptance, regression, and performance.
- Document system functionality, particularly related to new enhancements.
- Develop and maintain information technology process flow, methodology, and control documentation.
- Assist with the development of project proposals and estimates.

Supervision

- Provide direction to others in how to carry out work tasks.

Business Systems Analyst III [JD0629]

JE Results

- Grade 10

Education and Experience

- Bachelors Degree in Computer Science
- 4 years experience

Scope of Job

- Acts as a technical and consulting resource for complex issues related to various University departments and units with respect to the implementation and maintenance of information technology systems.
- Supports the University's academic and administration departments by acting in a functional capacity in all phases of the Project Life Cycle for small to medium projects and components of large projects, including post-production support and ongoing maintenance.
- Continuously gains an understanding of the University's operations and processes and how systems are used in support of those operations.
- Works under general direction within a clear framework of accountability and exercises substantial personal responsibility and accountability to deliver results.

Core Job Duties*

- Facilitate large group business development planning sessions.
- Ensure appropriate business participation in information technology projects.
- Utilize the appropriate control tools to coordinate small and medium size projects according to Project Management Office methodologies.
- Develop success criteria and risk assessments for small to medium size projects and changes.
- Develop, implement, and document best practices to align with departmental and University strategies and processes.
- Work independently with users to define concepts.
- Drive and challenge business units on their assumptions of how they will successfully execute their plans.
- Collaborate with developers and subject matter experts to establish the technical vision and analyze tradeoffs between usability and performance needs.

Supervision

- Provide direction to others in how to carry out work tasks.

*Core job duties identified are in addition to the core job duties of the preceding roles/ levels.

Developer Progression

Developer I [JD0632]

JE Results

- Grade 8

Education and Experience

- Bachelors Degree in Computer Science
- 2 years experience

Scope of Job

- Programs and develops applications software that meet specified client and business requirements. Provides input into the planning of the work packages based on expertise and understanding of the current applications and systems and the impact that they will have on the current production environment.
- Works under routine supervision without frequent reference to others and uses minor discretion to resolve various problems and inquiries. Specific instruction is given and work is frequently reviewed.

Core Job Duties

- Write programs of moderate complexity using various computing and scripting languages.
- Debug computer program code.
- Develop and modify interfaces for existing applications and systems while maintaining the integrity of data and processes.
- Develop components for new multi-faceted computer systems and revise existing systems comprised of numerous application components.
- Work with and understand complex data models and databases for the most effective and efficient organization of data based on processing requirements.
- Contribute to the review, development, and modification of best practices and technical solutions.
- Communicate project, issue, and system status to project leads and managers.
- Perform load and stress testing to anticipate the impact of application usage on the production service environment.
- Complete calculations used to estimate various capacity requirements such as database size.
- Search and gather information from a variety of sources including computer applications, internet, and legislative documentation and consolidate relevant information to complete environmental scans.
- Develop time and cost estimates for project assignments.
- Work cooperatively with others to effectively determine information and understand business requirements of a complex nature.
- Deliver presentations to team members as it relates to project work.
- Exchange technical information with colleagues during the application development process.
- Explain and exchange technical concepts and information to clients in a non-technical manner to ensure that the customer comprehends the issue.
- Provide advice to customers on alternative and recommended approaches to computing system solutions for meeting their business requirements.
- Provide production service implementation training to clients.
- Provide expertise and working knowledge of application components such as internet, intranet, mainframe, personal computer, and database structures.
- Interpret complicated technical program specification documents, translate, and develop into application code.
- Prepare and review operations documentation, training materials, and timelines.
- Provide Level III post implementation support to users regarding technical issues.
- Take ownership of technical issues by identifying underlying problems, analyzing potential solutions and implementing system resolutions, including workarounds.
- Apply and enforce department change control policies and procedures.
- Participate in all phases of testing including, but not limited to, system, integration, acceptance, regression, and performance.
- Manage defects identified during all phases of a project.
- Resolve problems in the test, production implementation, and post-implementation phases in coordination with other technical and business groups.
- Communicate testing results to others.
- Maintain information technology process flow, methodology, and control documentation.
- Update and maintain knowledge of application components such as, internet, intranet, personal computer, and database structures.
- Remain current with relevant development and project methodologies.
- Remain current with frequent updates and changes to technology.
- Work with project leads and managers to prioritize and schedule issues resolution.
- Remain current with security policies and procedures and work with System Administrators to implement security changes.
- Facilitate effective dialog between technical staff.
- Read and understand complex Business Process Diagrams and develop basic (Level II) models.
- Read and understand a complex project plan and develop simple project plans.
- Understand the different levels of testing and develop simple use cases and test scripts.
- Follow a test script and document defects.
- Acquire and maintain a basic understanding of Business Intelligence and Data Warehousing principles.
- Develop simple queries using basic Business Intelligence tools.
- Provide recommendations to supervisor.

Supervision

- No formal supervision of others is required.

Developer II [JD0662]

JE Results

- Grade 9

Education and Experience

- Bachelors Degree in Computer Science
- 3 years experience

Scope of Job

- Programming and developing applications software that meet specified client and business requirements. Provide input into the planning of the work packages based on expertise and understanding of the current applications and systems and the impact that they will have on the current production environment.

Core Job Duties*

- Develop and install new and modified University administrative applications systems using project management and application life cycle best practices.
- Complete the technical design, detailed specifications, programming system components, and system and integration testing for new applications.
- Contribute to project management documents for tracking project steps and process flow.
- Document the logical flow of processes and data in reports and flowcharts.
- Coordinate various tasks, resources, and people required to carry out problem solutions including the identification and sequencing of database administrator functions and setting security authorizations.
- Create project plans which include task lists, test plans, client training plans, and analysis and documentation of project implications on other functional areas.
- Write and document business requirements for small to medium projects.
- Define, develop, and perform application testing procedures.
- Adapt techniques and interpret or modify procedures to achieve objectives where any changes are within the agreed project scope and deliverables.
- Gather information from customers to determine business, auditing, and system requirements.
- Facilitate meetings with customers and interpret, assess, and evaluate customer business requirements in order to establish project scope and design criteria for systems.
- Write complex programs using various computing and scripting languages.

Supervision

- Provide direction to others in how to carry out work tasks.

Developer III [JD0663]

JE Results

- Grade 10

Education and Experience

- Bachelors Degree in Computer Science
- 4 years experience

Scope of Job

- Responsible for providing technical expertise in a specific business applications area which requires a working knowledge of the technical infrastructure underpinning the applications.
- Plans, consults, and coordinates complex project assignments in the design, development and implementation of applications software.
- Provides technical expertise working as part of a service or project team to implement complex technical solutions that meet client and business requirements.
- Responsible for contributing to the planning of the work programs and the review, development, and modification of best practices and technical solutions.

Core Job Duties*

- Develop new application software specifications that encompass functional, programming, and system process flows.
- Conduct business analysis, determine and implement a course of action, set priorities, and recognize and take into account changing events and conditions during projects.
- Solve diverse and unusual problems by analyzing information where considerable interpretation of processes is required.
- Provide walkthroughs of systems and their interconnectivity with other applications in the organization.
- Ensure the detailed client specifications for all system components are valid and meet a defined set of requirements.
- Interview clients, review business rules, and determine business process flows.
- Act as a mentor to junior staff in the technical implementation aspects of projects.
- Estimate and plan project timelines and deliverables and adjust to unplanned changes and the impact on project schedules and resources.
- Negotiate with customers to set priorities, establish the fee-for-services, and discuss contingencies should a delivery date not be achievable or if the delivered product is not to the expectations of the client.
- Complete cost-benefit analyses to ensure that the client will see value and return on investment in resources such as, time savings, financial savings, and improved service.

Supervision

- Provide direction to others in how to carry out work tasks.

*Core job duties identified are in addition to the core job duties of the preceding roles/ levels.