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 I (JD0627)

<table>
<thead>
<tr>
<th>Education and Experience</th>
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<tbody>
<tr>
<td>• Bachelors Degree in Computer Science</td>
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<tr>
<td>• 2 years experience</td>
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**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.
- Perform advanced levels of analysis, problem solving and research skills to formulate solutions to complex business needs.
- Work closely with testing team members to ensure that requirements are testable.
- Prepare and assist other testers with the creation of test cases.
- Document system functionality, particularly related to new enhancements.
- Participate in all phases of testing including, but not limited to, system, integration, acceptance, regression, and performance.
- Provide Level III post implementation support to users regarding functional issues.
- Prepare and review recommendations and other project initiation documents.
- Ensure that projects meet specified functional requirements.
- Work with the Lead and Project Manager to prioritize and schedule issues resolution.
- Provide direction to others in how to carry out work tasks.
- Provide detailed work direction to others.
- Facilitate large group business development planning sessions.
- Analyze and produce test plans and verify test scripts.

**Supervision**

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

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

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Business Systems Analyst II (JD0628)

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<th>Education and Experience</th>
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<tbody>
<tr>
<td>• Bachelors Degree in Computer Science</td>
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<td>• 3 years experience</td>
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**Core Job Duties**

- Act 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.
- Act 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.
- Conduct gap analyses.
- Develop, implement, and document best practices to align with departmental and University strategic initiatives.
- Provide Level III post implementation support to users regarding functional issues.
- Document system functionality, particularly related to new enhancements.
- Work with the Lead and Project Manager to prioritize and schedule issues resolution.
- Provide clear and concise test plans and verify test scripts.
- 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, implement, and document best practices to align with departmental and University strategic initiatives.
- Provide clear and concise test plans and verify test scripts.
- 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.

**Supervision**

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

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Business Systems Analyst III (JD0629)

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<th>Education and Experience</th>
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<tbody>
<tr>
<td>• Bachelors Degree in Computer Science</td>
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<tr>
<td>• 4 years experience</td>
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</table>

**Core Job Duties**

- Act 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.
- Act 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.
- Continuously gains an understanding of the University’s operations and processes and how systems are used in support of those operations.
- Continuously gains an understanding of the University’s operations and processes and how systems are used in support of those operations.
- Remain current with relevant development and project methodologies, security policies and procedures and work with System Administrators to implement security changes.
- Serves as the conduit between the Project Management Office and development teams through which requirements flow.
- Manage projects in support of those operations.
- Continuously gains an understanding of the University’s operations and processes and how systems are used in support of those operations.
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**Supervision**

- Provide direction to others in how to carry out work tasks.
- Provide detailed work direction to others.
- 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, implement, and document best practices to align with departmental and University strategic initiatives.
- Provide clear and concise test plans and verify test scripts.
- 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.
**Developer Progression**

**Developer I [JD0632]**

- **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 issues. Specific instructions in 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-tiered computer systems and revise existing systems comprised of different application components.
  - Work with and understand complex databases and data bases for the most efficient and organization of data based on organization needs.
  - Contribute to the review, development, and modification of best practices and technical solutions.
  - Communicate project issues, 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 0 level 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.
  - 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 I) 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.

**Developer II [JD0652]**

- **Scope of Job**
  - Develop and install new and modified University administrative applications systems using project management and application life cycle best practices.
  - Complies the technical design, detailed specifications, programming system components, and system and integration testing for new applications.
  - Contributes to project management documents for tracking project steps and process flow.
  - Documents the logical flow of processes and data in reports and flowcharts.
  - Coordinates 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 tasks 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.
  - Develop additional documentation, analysis, and system requirements.
  - Facilitate meetings with customers and interpret, assess, and evaluate customer business requirements and the need to establish project scope and design criteria for systems.
  - Write complex programs using various computing and scripting languages.

- **Core Job Duties**
  - Provide direction to others in how to carry out work tasks.

**Developer III [JD0663]**

- **Scope of Job**
  - Develop new application software specifications that encompass functional, programming, and system priorities.
  - 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.
  - Acquire and maintain a working knowledge of the technical infrastructure underpinning the applications.
  - 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.

**Core Job Duties**

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

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**Education and Experience**

- **Grade 8**
  - Bachelor's Degree in Computer Science
  - 2 years experience

- **Grade 9**
  - Bachelor's Degree in Computer Science
  - 3 years experience

- **Grade 10**
  - Bachelor's Degree in Computer Science
  - 4 years experience

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**Supervision**

- No formal supervision of others is required.