Job Fact Sheet Questionnaire

CAAT Job Evaluation System for Non-Bargaining Unit Employees

Ontario Colleges of Applied Arts and Technology

The Job Fact Sheet Questionnaire (JFS) is used to gather information for job evaluation purposes for the Colleges' Administrative Staff, Part-Time Support Staff, Part-Time and Sessional Academic Staff positions. Please read each section carefully before completing.

The Education and Experience sections are to be completed by the College according to the College's recruitment standards.

Upon completion by an incumbent, the JFS is reviewed and, when necessary, adjusted by the position's Manager and the Senior Manager responsible for the position. Any changes to the JFS are to be reviewed with the incumbent prior to evaluation. The JFS is then submitted to the appropriate College official for job evaluation purposes.

The JFS is not finalized until it has gone through the job evaluation process and the results have been confirmed by the College. A copy of the finalized JFS will be provided the incumbent for information purposes and as a job description.

POSITION IDENTIFICATION **DATE: July 28, 2021**

College:	St. Lawrence
Incumbent:	Vacant
Position Title:	Associate Director, IT Systems Peoplesoft Systems
Division/Department:	Information Technology Services
Classification:	Payband 11
Position #:	NEW
NOC Code:	0213
Location/Campus:	Kingston
Immediate Supervisor (title):	Chief Information Security Officer & Director, IT Systems

Type of Position:

☒ Administrative
☐ Part-Time Administrative
☐ Sessional Academic
☐ Part-Time Academic
☐ Part-Time Support
☐ Other

I have read and understood the contents of the Job Fact Sheet (if completed by an incumbent):

Incumbent: _____ Date: _____

Recommended by
Position's Manager: _____ Date: _____

Approved by
Senior Manager: _____ Date: _____

Job Fact Sheet Questionnaire

POSITION SUMMARY

Provide a concise description of the position by identifying its most significant responsibilities and/or accountabilities.

Reporting to the **Chief Information Security Officer and Director, IT Systems**, the **Associate Director, IT Systems PeopleSoft Systems** is responsible for the direct management of the IT Systems PeopleSoft Systems team, and the operations and support of the IT Systems PeopleSoft Systems portfolio of services.

As the leader for the IT Systems PeopleSoft Systems team, the position is responsible for Business Analysis, IT Service Management, and IT Systems Architecture and Solution Design activities for related solutions and services.

The **Associate Director, IT Systems PeopleSoft Systems** is responsible for performing project management duties for all IT Systems PeopleSoft Systems team projects, and for designated IT Systems projects.

As a key leadership position within the IT Systems team the position is responsible for supporting the college information security program and for participation within the college **Information Security Incident Management Team (ISIMT)**.

This position is accountable for effectively architecting and managing the technical aspects of the college's IT Systems PeopleSoft Systems services. Using advanced technical skills in their domain, this role takes proactive steps to design and implement improvements to services in order to improve value delivery and avoid service disruptions or performance degradations. This position is accountable for resolving support issues related to operations of the IT Systems PeopleSoft Systems services and is the primary role responsible for coordinating resolution of the issues. This position is the primary point of contact for technical support with related vendors and IT systems providers and is responsible for managing communication between these providers and the extended ITS team during issue resolution. Frequently it is necessary to work outside of regular working hours to resolve critical operational and support issues or to perform project tasks as deemed necessary by the **Chief Information Security Officer & Director, IT Systems**.

In addition to the architecture and management duties, this position is accountable for leading multi-disciplinary project teams which are responsible for achieving ITS project objectives. The types of projects typically led include implementation of new IT systems, cyclical upgrades to IT systems, and the implementation of tools or enhancements to improve operations. The person in this role is responsible for applying best practice project management and workload optimization methodologies as defined by ITS department standards. The Project Management Institute's Project Management Body of Knowledge Guide (PMBOK® Guide), Agile / Lean / and Kanban are central to the ITS project management methodology. In addition to providing a leadership role in the development of project management plans, this role is ultimately accountable for ensuring the successful completion of assigned projects within the agreed project scope, schedule and cost parameters. This position is responsible for gathering project and solution requirements from relevant stakeholders, transforming the requirements into well-defined project and solution scopes, identifying key issues that may not be readily apparent to stakeholders, analyzing potential solutions and presenting recommendations that are determined using their significant information technology skills and experience.

Job Fact Sheet Questionnaire

KEY DUTIES

Provide a description of the position's key duties. Estimate the percentage of time spent on each duty (to the nearest 5%). Add an extra page if necessary.

KEY DUTIES	% OF TIME

1. IT Systems PeopleSoft Systems: Business Analysis, IT Service Management, and IT Systems Architecture and Solution Design **(40%)**

- **Business Analysis:**
  - Perform business analysis functions, in accordance with the **International Institute of Business Analysis (IIBA)** standards, to facilitate **IT Service Management (ITSM)** and **IT Systems Architecture and Solution Design**
  - Perform and oversee the business analysis tasks from each of the six knowledge areas of the IIBA's **Business Analysis Body of Knowledge (BABOK)**: Business Analysis Planning and Monitoring; Elicitation and Collaboration; Requirements Life Cycle Management; Strategy Analysis; Requirements Analysis and Design Definition; and Solution Evaluation
- **IT Service Management:**
  - Manage the portfolio of services within **IT Systems PeopleSoft Systems**
  - Leverage the **ITIL** practices for **ITSM** to perform tasks for each of the five stages of the lifecycle: Service Strategy; Service Design; Service Transition; Service Operation; and Continual Service Improvement.
  - Leverage the **COBIT** IT governance framework to perform tasks to ensure alignment of **ITSM** activities with the broader organizational IT governance
  - In collaboration with the **Chief Information Security Officer & Director, IT Systems** and the **IT Systems Associate Directors**, perform all the duties of **IT Service Management (ITSM)** for the **IT Systems** department
- **IT Systems Architecture and Solution Design:**
  - Develop architecture and solution designs for **IT Systems PeopleSoft Systems** services
  - Provide expert guidance in the areas of **IT Systems PeopleSoft Systems** to contribute to holistic **IT Systems** solution designs and sound **IT Systems** architecture
  - Perform research and develop skills to advance and maintain competency in the area of **IT Systems PeopleSoft Systems**
  - Under the leadership of the **Chief Information Security Officer & Director, IT Systems**, and in collaboration with the **IT Systems Associate Directors** and other **IT System** team members, develop **IT Systems** architecture and **IT Systems** solution designs

2. IT Systems PeopleSoft Systems: Project Leadership and Management (20%)

- Develop project management plans and lead project teams for **IT Systems PeopleSoft Systems** team projects in alignment with the **Project Management Institute (PMI)** standards and guidance as outlined in the **Project Management Body of Knowledge Guide (PMBOK Guide)** and their **Agile Practice Guide**
- Apply knowledge of **Kanban** to manage activities within projects and contention between projects
- Act as a Subject Matter Expert to provide advanced **IT Systems PeopleSoft Systems** technical information, project management information and guidance to others in support of project planning and management
- Under the leadership of the **Chief Information Security Officer & Director, IT Systems**, and in collaboration with the **IT Systems Associate Directors** and other **IT System** team members, contribute to the development of project plans and perform management duties as required for **IT Systems** projects

3. IT Systems PeopleSoft Systems: Operations and Support Management (20%)

- **Operations Management:**
  - Perform general supervisory duties for direct reports including: facilitation of professional development plans; performance planning and monitoring; mentorship and fostering college values; coordination of vacation plans; facilitation of collaboration; and prioritization and tracking of work outputs and activities.
  - Management of planned activities to deliver the services within the **IT Systems PeopleSoft Systems** team and the broader **IT Systems** department
  - Development of operational performance metrics, improvement objectives and improvement plans
  - Tracking and reporting results of operational performance metrics
  - Identify needed purchases required for operations
- **Support Management:**
  - Management of incident response and emergency response processes
  - Ensure compliance of support procedures with policies and standards
  - Identification and escalation of incidents to the **Information Security Incident Management Team (ISIMT)**
  - Development of support performance metrics, improvement objectives and improvement plans
  - Tracking and reporting results of support performance metrics

4. Information Security Management (20%)

- In collaboration with the **Chief Information Security Officer & Director, IT Systems**, lead the activities of the **IT Systems** team to ensure secure operations of the IT systems and compliance with college information security policies, procedures and standards
- Identify IT systems dependencies and impacts related to proposed information security changes, proposed policies, procedures and standards
- Participate in the **Information Security Incident Management Team (ISIMT)** to assist the **Chief Information Security Officer & Director, IT Systems** with assessment of incidents and coordination of responses
- Participate in college information security planning activities, and provide information as requested about IT systems for planning, design and compliance activities

TOTAL: 100%

Job Fact Sheet Questionnaire

1. COMPLEXITY - JUDGEMENT (DECISION MAKING)

Complexity refers to the **variety** and relative **difficulty** of **comprehending** and **critically analyzing** the material, information, situations and/or processes upon which decisions are based.

Judgement refers to the **process** of identifying and reviewing the available options involved in decision making and then choosing the most appropriate option. Judgement involves the application of the knowledge and experience expected of an individual performing the position.

Provide up to <u>three examples</u> of the most important and difficult decisions that an incumbent is typically required to make.

a) Given a wide range of tools and technical components this person must apply expert judgement to determine the most suitable configurations and procedures to efficiently and effectively deliver IT Systems PeopleSoft Systems operations and to resolve related technical support issues. This expert judgement considers multiple facets such as fit for purpose, quality, cost effectiveness, maintainability, security, reliability, scalability and appropriateness for type of IT Systems PeopleSoft Systems problems presented. Apart from the initial technical planning and configuration, this person must be able to apply lateral thinking skills to identify solutions to technical issues that may not be readily apparent and to systematically determine the root causes of specific issues.

b) Based on a diverse set of stakeholder requirements, which are sometimes conflicting, develop project plans and solutions that appropriately balance the competing constraints of scope, time, cost and quality to deliver the maximum value to the college for the committed resources. While some requirements will be identified explicitly it is incumbent on this person to solicit unstated requirements and to ensure that all relevant stakeholders are identified and that their requirements are not missed even in cases where stakeholders are not consciously aware of their own requirements. It is expected that significant judgement is applied to the potentially complex array of stakeholders to identify and prioritize requirements in terms of their significance to supporting the larger business objective. When managing projects, this person must identify and manage a diverse set of risks and a significant volume of project task work performed by a potentially large team. This involves deciding on which areas of the project and which project team members need more management attention as well as determining which matters to escalate to higher levels of authority such as the project sponsors, senior ITS management, project steering committees or senior college management. When assessing potential solutions to changing conditions, this person must consider all relevant avenues to achieve results with the available internal staff, the available or required budget and the potential external service providers.

c) When performing management of the IT Systems PeopleSoft Systems service delivery, there are often difficult decisions that must be made to ensure the security, performance and availability of the services. Sometimes there are conflicting needs and difficult decisions must be made on an urgent basis to ensure successful delivery of the services. For example, it may be necessary to incur an emergency service disruption in order to implement a critical security patch and the decision to proceed requires a good understanding of complex issues and potential impacts.

2. EDUCATION (to be completed by the College)

Education refers to the **minimum level** of formal education and/or the type of training or its equivalent that is required of an incumbent at the **point of hire** for the position. This may or may not match an incumbent's actual education or training.

The College is to identify the minimum level of education and/or type of training or its equivalent that is required for the position based upon the College's recruitment standards.

Non-Post Secondary

☐ Partial Secondary School

☐ Secondary School Completion

Post Secondary

☐ 1-Year Certificate

☐ 4-Year Degree

☐ 2-Year Diploma

☐ Masters Degree

☒ 3-Year Diploma/Degree

☐ Post Graduate Degree

☐ Professional Designation Specify:

☐ Other Specify:

A) Specify and describe any program speciality, certification or professional designation necessary to fulfil the requirements of the position.

- **Required Managerial:**
  - **Project Management:** PMI Certified Associate in Project Management (CAPM) designation, with progression towards the Project Management Professional (PMP) and PMI Agile Certified Practitioner (PMI-ACP) designations
  - **IT Service Management:** ITIL v4 Foundation, with progression towards Managing Professional and Strategic Leader designations
  - **Business Analysis:** International Institute of Business Analysis Entry Certificate in Business Analysis (ECBA) designation, with progression towards Certificate of Capability in Business Analysis (CCBA) designation
  - **IT Governance:** ISACA COBIT 2019 Foundation Certification
  - **Information Security Management:** ISACA Certified Information Security Manager (CISM) Certification

- **Required Technical:**
  - **IT and Information Security:** CompTIA Security+; Palo Alto Networks Certified Cybersecurity Associate (PCCSA)
  - **Core Networking:** CompTIA Network+
  - **PeopleSoft Systems:** PeopleSoft PeopleTools 8.5x Implementation Essentials

B) Specify and describe any special skills or type of training necessary to fulfil the requirements of the position (e.g., computer software, client service skills, conflict resolution, operating equipment).

- Strong and broad understanding of the various components of enterprise IT solutions required to deliver effective IT systems including cloud services; networks; enterprise and web applications; storage and server infrastructure; data architecture and services; information security; software development; data centre environment; server and desktop virtualization; various client devices and technologies

3. EXPERIENCE (to be completed by the College)

Experience refers to the amount of **related**, **progressive** work experience required to obtain the essential techniques, skills and abilities necessary to fulfil the requirements of the job at the **point of hire** into the position. This may or may not match the incumbent's actual amount of experience.

The College is to identify the minimum amount and type of experience appropriate for the position based upon the College's recruitment requirements.

Experience required at the point of hire. Up to and including:

- ☐ no experience required
- ☐ 3 months
- ☐ 6 months
- ☐ 1 year
- ☐ 18 months
- ☐ 2 years
- ☐ 3 years
- ☐ 4 years
- ☐ 5 years
- ☒ 7 years
- ☐ 9 years
- ☐ 11 years
- ☐ 13years
- ☐ 15 years
- ☐ 17 years

Specify and describe any specialized type of work experience necessary to fulfill the requirements of the position.

- A minimum of seven years of progressively responsible experience in IT solutions architecture and systems administration, providing leadership in managing projects, gathering requirements, developing and analyzing solutions.

4. INITIATIVE - INDEPENDENCE OF ACTION

Initiative - Independence of action refers to the **amount of responsibility** inherent in a position and the **degree of freedom** that an incumbent has to **initiate** or **take action** to complete the requirements of the position. An incumbent is required to foresee activities and decisions to be made, then take the appropriate action(s) to ensure successful outcomes. This factor recognizes the established levels of authority which may restrict the incumbent's ability to initiate or take action, e.g., obtaining direction or approval from a supervisor, reliance on established procedures/methods of operation or professional practices/standards, and/or built-in-controls dictated by computer/ management systems.

A) Briefly describe up to three typical job duties/types of decisions that the incumbent is required to perform using their initiative without first having to obtain direction or approval from a supervisor.

a) The incumbent considers a diverse set of technical options related to the successful design and architecture of IT Systems PeopleSoft Systems solutions. The incumbent must narrow the analysis to the most viable prospective options and resolution, independently of supervision.

b) Determine from a wide range of stakeholders the relevant parties to include in requirements gathering activities and which stakeholders need to be informed about various aspects of a given IT solution design or ITS project. While the resulting information will be documented and subject to supervision it is expected that the incumbent is taking the initiative to arrange requirements gathering activities through venues such as surveys, facilitated sessions, interviews, email communication and phone calls as appropriate to the type of stakeholder and nature of the IT solution or project. The incumbent is responsible for coordinating project team activities within the approved outer constraints of scope, schedule and cost in order to deliver a proposed comprehensive project plan. While the proposed plan will be subject to approval, the process of developing it will involve many decisions and activities that will not be subject to supervision.

c) Direct supervision of the IT Systems PeopleSoft Systems team members to ensure successful operations and support of the services within the portfolio.

B) Briefly describe up to three typical job duties/types of decisions that the incumbent is required to perform which required the direction or approval from a supervisor.

a) Final approval of project management baseline plans, approval of project change requests where the changes would exceed the thresholds specified in the project charter or project management plan baseline. For example, requiring additional budget, time or adding items to scope.

b) Approval of purchases in excess of $1,000.

c) Significant changes to IT Systems PeopleSoft Systems services.

Give specific examples of guidelines, procedures, manuals (formal or informal), computer systems/programs that are used in performing job duties and in making decisions, e.g., Government regulations, professional or trade standards, College policies or procedures, department or program procedures, computerized/manual programs/systems and any other defined methods or procedures.

- Application Technical Manuals and Guides
- ITIL framework for IT service management
- COBIT framework for IT governance and value delivery
- PMI framework and standards for project management
- Agile Methodology
- Lean Methodology
- Kanban Principles
- St. Lawrence College strategic plan, business plans, policies and procedures
- St. Lawrence College ITS strategies, standards, policies and procedures
- Government privacy and freedom of information legislation
- Audit requirements for information systems

5. POTENTIAL IMPACT OF DECISIONS

Potential Impact of Decisions recognizes the **potential consequences** that **errors in judgement** made by an incumbent, despite due care**,** could have on the College. Usually, the higher the level of accountability inherent in a position, the greater the potential consequences there are on the College from errors in judgement.

Give up to three examples of the typical types of errors in judgement that an incumbent could make in performing the requirements of the position. Do not describe errors which could occur as a result of poor performance, or ones that are rare or extreme. Indicate the probable effects of those errors on the College, e.g., loss of reputation of program/College, waste of resources, financial losses, injury, property damage, affects on staff, students, clients or public.

a) Errors in judgement in operating IT Systems PeopleSoft Systems services or support issue resolution could result in critical systems failures with wide-ranging consequences. Failing to select optimal solutions or to identify flaws can result in missed opportunities, inefficiencies, suboptimal performance, data loss, security breaches, information exposure or significant financial impact due to requirements for rework.

b) Failing to choose appropriate project risk management mechanisms could result in failing to meet project objectives or critical deadlines. Since IT solutions are involved in a variety of critical college business processes there can be a wide range of consequences including potential damage to the reputation of the college or its programs. Failing to decide on the relevant stakeholders for a project or IT solution design can result in missed requirements, unsatisfied or upset constituents, or lack of adoption surrounding an initiative. The range of impact includes damage to reputation of the college or it programs in the worst case, with the best case being a failure to maximize value delivery and stakeholder satisfaction in accordance with the level of allocated college resources.

c) Errors in judgement in the prioritization of work activities for the IT Systems PeopleSoft Systems team members can result in poor service delivery or increased risks of compromise to critical college IT services.

6. CONTACTS AND WORKING RELATIONSHIPS

Contacts and Working Relationships refers to the **types**, **importance** and **intended outcomes** of the contacts and working relationships required by an incumbent to perform the responsibilities of a position. It also measures the skill level required to be effective in dealing with contacts and being involved in working relationships. This factor does **not** focus on the level of the contact, but on the **nature** of the contact.

Indicate by job title, with whom an incumbent is required to interact to perform the duties and responsibilities of the positions. Describe the nature, purpose and frequency of the interaction, e.g., exchanging information, teaching, conflict resolution, team consultation, counselling.

Contacts	Contacts by Job Title	Nature and Purpose of Contact	Frequency of Contact	
Internal to the College:			Occasional	Frequent
Internal to the college, e.g. students, staff, senior management, colleagues.	Directors of All College Areas	Gathering project and IT solutions requirements		X
	Deans and Associate Deans	Gathering project and IT solutions requirements		X
	Functional Support Staff	Gathering project and IT solutions requirements, directing project activities, coordinating IT systems support issue resolution		X
	ITS Senior Management (Directors, CISO, CITO)	Gathering project and IT solutions requirements, reporting on project status, seeking approval for significant project changes, seeking approval for significant changes to IT systems or availability of IT systems availability, coordinating IT systems support issue resolution		X
	ITS Technical Staff	Gathering project and IT solutions requirements, directing project activities, coordinating IT systems support issue resolution		X
	College Executive Team	Gathering project and IT solutions requirements	X	

Job Fact Sheet Questionnaire

External to the College:			Occasional	Frequent
External to the college, e.g. suppliers, advisory committees, staff at other colleges, government, public/private sector.	Application Vendors and Contracted Service Providers	Managing project activities and contracted services, coordinating IT systems support issue resolution		X
	Contracted Consultants	Managing the delivery of specialized knowledge or expertise		X

Occasional (O) **Contacts are made once in a while over a period of time.**
Frequent (F) **Contacts are made repeatedly and often over a period of time.**

7a. CHARACTER OF SUPERVISION/FUNCTIONAL GUIDANCE

Character of Supervision identifies the **degree and type** of supervisory responsibility in a position or the nature of functional/program supervision, technical direction or advice involved in staff relationships.

(√) Check the applicable box(es) to describe the type of supervisory responsibility required by an incumbent in the position:

- ☐ Not responsible for supervising or providing guidance to anyone.
- ☒ Provides technical and/or functional guidance to staff and/or students.
- ☐ Instructs students and supervises various learning environments.
- ☐ Assigns and checks work of others doing similar work.
- ☐ Supervises a work group. Assigns work to be done, methods to be used, and is responsible for the work performed by the group.
- ☒ Manages the staff and operations of a program area/department.*****
- ☐ Manages the staff and operations of a division/major department.*****
- ☐ Manages the staff and operations of several divisions/major departments.*****
- ☒ Acts as a consultant to College management.
- ☒ Other e.g., counselling, coaching. Please specify:
  - Student placement positions within the IT Systems PeopleSoft Systems team

***** Includes management responsibilities for hiring, assignment of duties and work to be performed, performance management, and recommending the termination of staff.

Specify staff (by title) or groups who are supervised/given functional guidance by an incumbent.

- IT Systems Architect and Administrator, PeopleSoft
- IT Systems Senior Analyst, PeopleSoft
- IT Systems Senior Technologist, PeopleSoft
- Various cross-functional staff that are committed to task work on projects, involved in IT systems operations or support issue resolution. The incumbent must manage their activities in relation to relevant project plans, ITS procedures and approved commitment of time by the staff members' immediate supervisors

7b. SPAN OF CONTROL

Span of Control is complementary to **Character of Supervision/Functional Guidance**. Span of Control refers to the **total number of staff** for which the position has supervisory responsibility, (i.e., subordinates, plus all staff reporting to these subordinates).

Enter the total number of full time and full time equivalent staff reporting through to the position. Also identify the number of staff for whom the position has indirect responsibility (contract for service), if applicable.

Type of Staff	Number of Staff
Full-Time Staff	3
Non Full Time Staff (FTE) *	0
Contract for Service **	As required
Total:	3

* Full Time Equivalency (FTE) conversions for non full time staff are as follows:

Academic Staff

Identify the total average annual teaching hours taught by all non full time teachers (part-time, partial load and sessional) for which the position is accountable and divide by 648 hours for post secondary teachers and 760 hours for non-post secondary teachers.

Support Staff

Identify the total average annual hours worked by part-time support staff for which the position is accountable and divide by 1820 hours.

Administrative Staff

Identify the total average annual hours worked by non full time administrative staff for which the position is accountable and divide by 1820 hours.

** Contract for Services

When considering “contracts for services,” review the nature of the contractual arrangements to determine the degree of “supervisory” responsibility the position has for contract employees. This could range from “no credit for supervising staff” when the contracting company takes full responsibility for all staffing issues to “prorated credit for supervising staff” when the position is required to handle the initial step(s) when contract staffing issues arise.

8. PHYSICAL AND SENSORY DEMANDS

Physical/Sensory Demands considers the **degree** and **severity** of exertion associated with the position. The factor considers the intensity and severity of the physical effort rather than the strength or energy needed to perform the task. It also considers the sensory attention required by the job as well as the frequency of that effort and the length of time spent on tasks that cause sensory fatigue.

Identify the types of physical and/or sensory demands that are required by an incumbent. Indicate the frequency of the physical demands as well as the frequency and duration of the sensory demands. Use the frequency and duration definitions following the tables to assist with the descriptions.

PHYSICAL DEMANDS

Describe the types of activities and provide examples that demonstrate the physical effort that is required in the position on a regular basis, i.e., sitting, standing, walking, climbing, lifting and/or carrying light, medium or heavy objects, pushing, pulling, working in an awkward position or maintaining one position for a long period of time.

Types of Activities that Demonstrate Physical Effort Required	**Frequency** (note definitions below)				
	Occasional	**Moderate**	**Considerable**	**Extended**	**Continuous**
Sitting at computer station for data entry, system testing, updates, etc.			X		
Normal computerized office environment – standing, walking, bending to retrieve files, using office equipment, etc.					X

SENSORY DEMANDS

Describe the types of activities and provide examples that demonstrate the sensory effort that is required in the position on a concentrated basis, i.e., reading information/data without interruption, inputting data, report writing, operating a computer or calculator, fine electrical or mechanical work, taking minutes of meetings, counselling, tasting, smelling etc.

Types of Activities that Demonstrate Sensory Effort Required	**Frequency** (note definitions below)					**Duration**
	Occasional	**Moderate**	**Considerable**	**Extended**	**Continuous**	**Short Intermediate or Long**
Performing analysis of IT systems operations and support issue resolution				X		L
Concentrated development of project management plans and schedules using a variety of computer applications				X		L
Preparing status reports, proposals, and presentations				X		L

Job Fact Sheet Questionnaire

Types of Activities that Demonstrate Sensory Effort Required	Frequency (note definitions below)					Duration
	Occasional	Moderate	Considerable	Extended	Continuous	Short Intermediate or Long
Email communication with project team members, stakeholders and ITS staff			X			S

FREQUENCY:

Occasional:	Occurs once in a while, sporadically.
Moderate:	Occurs on a regular, ongoing basis for up to a quarter of the work period.
Considerable:	Occurs on a regular, ongoing basis for up to a half of the work period.
Extended:	Occurs on a regular, ongoing basis for up to three-quarters of the work period.
Continuous:	Occurs on a regular, ongoing basis throughout the entire work period except for regulated breaks.

DURATION:

Short:	Up to one hour at a time without the opportunity to change to another task or take a break.
Intermediate:	More than one hour and up to two hours at a time without the opportunity to change to another task or take a break.
Long:	More than two hours at a time without the opportunity to change to another task or take a break.

9. WORKING CONDITIONS

Working Conditions considers the frequency and type of exposure to undesirable, disagreeable environmental conditions or hazards, under which the work is performed.
Describe any unpleasant environmental conditions and work hazards that the incumbent is exposed to during the performance of the job.

Environment

Describe the types of activities and provide examples that demonstrate exposure to unpleasant environmental conditions in the day-to-day activities that are required in the job on a regular basis, e.g., exposure to dirt, chemical substances, grease, extreme temperatures, odours, noise, travel, verbal abuse, body fluid, etc. Indicate the activity as well as the frequency of exposure to undesirable working conditions.

Note on Travel: St. Lawrence College has adopted the following guidelines for travel. From the list below, please indicate which category best describes the travel required for the position.

1. *Local travel on a regular basis up to 2 times per week.*
   Out-of-town travel on a regular basis 1 – 2 times per month.
2. *Local travel on a regular basis more than 2 times per week.*
   Out-of-town travel 2 – 8 times per month.
3. *Out-of-town travel on a regular basis more than 8 times per month.*

Types of Activities That Involve Job Related Unpleasant Environmental Conditions. Include travel requirements (if any).	**Frequency** (note definitions below)		
	Occasional	**Frequent**	**Continuous**
Travel to attend project meetings (Tri-campus)	X		

Hazards

Describe the types of activities and provide examples that demonstrate the hazards in the day-to-day activities that are required in the job on a regular basis, e.g. chemical substance, electrical shocks, acids, noise, exposure to infectious disease, violence, body fluids, etc. Indicate the activity as well as the frequency of exposure to hazards.

Types of Activities That Involve Job Related Hazards	**Frequency** (note definitions below)		
	Occasional	**Frequent**	**Continuous**
Not applicable.			

Frequency:

Occasional	Occurs once in a while, sporadically.
Frequent	Occurs regularly throughout the work period.
Continuous	Occurs regularly, on an ongoing basis, throughout most of the work period.