St. Lawrence College
Position Description Form (PDF)

Effective Date: March 1, 2007

Update effective Date: August 1, 2018
Revised: March 28, 2022

Campus:	**Kingston**
Incumbent's Name:	**Vacant**
Position Title:	**Functional Analyst – Student Information System (SIS)**
Pay band:	**i**
NOC Code:	**2174**
Position Number:	**00000343**
Hours per Week:	**35**
Supervisor's Name and Title:	**Bryan Eburne, Associate Registrar, Scheduling, Systems and Reporting**

Signatures:

Incumbent: ____ Date: ____________________
(Indicates the incumbent has read and understood the PDF)

Supervisor: ____ Date: ____________________

One-Over-One: ____ Date: ____________________

Position Summary

Provide a concise description of the overall purpose of the position.

Reporting to the Associate Registrar, Scheduling, Systems and Reporting, the Functional Analyst - Student Information Systems (SIS), will provide specialized Peoplesoft knowledge, business process and system expertise, as well as taking the lead on system upgrades to support ongoing information systems and business process integration. The Functional Analyst will work with many diverse teams of other business analysts, system analysts, developers and academic representatives. Through continuous building of relationships with stakeholders, managers and academic experts, the Functional Analyst will be responsible for ensuring continuous quality delivery and implementation of application and process change. The Functional Analyst will provide relevant communication, training support and assistance, as well as guidance to ensure that the system solutions meet the stakeholder requirements.

Duties and Responsibilities

Indicate as clearly as possible the significant duties and responsibilities associated with the position. Indicate the approximate percentage of time for each duty. Describe duties rather then detailed work routines.

	Approximate % of the Time Annually*
Within the assigned accountabilities of the Registrar's office -	
CLIENT SUPPORT: • Initializes quality checks and distributes reports, queries and mass-produced data, requested by clients. • Advises and consults with clients on procedural and workflow issues. • Responds to client requests for information and assists in problem resolution. Such requests may require the analyst to write queries to the relational database, and possibly to format the output via Excel. • Maintains contact with clients on operational and production problems. • Assists in resolving client technical problems. • Co-ordinates solving new client needs by consulting with clients, then adjusting the setup of module software to meet client/organizational requirements. This involves the evaluation of previously defined setup and selecting from a range of alternatives to determine the appropriate setup/action to be taken. • Provides client documentation and *Peoplesoft* software training to the college community, with respect to the assigned *Peoplesoft* modules.	**55%**
TECHNICAL SUPPORT / PROBLEM-SOLVING: • Recognizes and identifies potential areas where existing college policies and/or procedures require change or where new ones need to be developed, especially regarding future business expansion. • Assists in the co-ordination of the resolution of application/system problems affecting PeopleSoft production. Assists systems and programming personnel, as required, gathering and/or testing data. Incumbent is the primary liaison between the client and resolution of the problem with either the ITS or Oracle Customer Connection. • Logs and maintains historical records on Peoplesoft data processing production/client problems. • Initiates corrective action or carries out instructions to resolve Peoplesoft client problems. • Participates in design discussions with other members of the Team/college-client community, by sharing knowledge of all the pages, fields and reports associated with the assigned modules. • Fulfills department requirements, especially for the other Business Analysts during periods of personal illness, vacation or training. • Works with other members of the Team, participating in the development of a college-wide strategy for the PeopleSoft System. • Understand, collaborate, liaise and communicate with both internal and external business units to plan and provide for information systems changes to meet current and future requirements. • Understand, collaborate, liaise and communicate with business owners, stakeholders and system clients as necessary to enhance the adoption and use of information systems support for operations (e.g. – report definition, application configuration and setup definition, workflow processes, system enhancements/upgrades, maintenance packs, etc.). • In collaboration with each business unit representatives and other analysts, research, investigate and recommend system and business process improvements. • Review and edit business requirements, processes and recommendations to meet client needs and system requirements, ensuring necessary level of clarity achieved. • Perform problem diagnosis, detailed analysis, complete investigation of process failures or	**40%**

issues, and provide recommendations for corrective actions. • Perform detailed query development and report specifications and/or development to support business requirements and information needs. • Complete system functional specifications for reports, interfaces, conversions, modifications, customizations or bolt-ons. • Ensure updates and changes to any application configurations will meet change management and security specifications. • Work with business owners and identify training of staff to oversee business process. May include updating training materials and/or supporting or delivering training in various formats to the business unit. • Provide advice, direction and guidance on information systems support of administrative business functions. • Support the decision-making process when new requirements or processes are identified, through consensus building sessions with business owners. • Provide client support through tracking applicant to student, through exception reporting. • Provide reviews of deliverables and ensure adherence to standard project and business analysis methodology. • Through ongoing analysis, effectively manage risk, anticipate challenges, investigate issues and make recommendations that may have cross-functional impact. • Inform management of any information that may identify challenges to project schedules, missed project deliverables, incomplete tasks or inaccurate results. • Remain current on evolving system and business process capability by ensuring technical and business skill competencies are continually developed in relevant area(s). • Undertake other duties as required to support department. • Make decisions regarding design, set-up and definition, and related aspects within functional area. • Make decisions based on the results achieved through consensus building sessions, which have a direct impact on how requirements and deliverables are established. • Make decisions on module-specific tasks. • Determine type and level of information needed by management to support decision-making, or if and when escalation is needed. • Determine most effective method and/or strategy to identify opportunities, present information and gather requirements when working with business owners, conveying potential impact of business decisions on systems and supporting processes. • Find solutions to unanticipated problems and determine how problem and recommended solution may affect information systems and/or business processes. • Determine appropriate strategy and content when developing training documents based on audience. • Provide recommendations for business representatives and other analysts.	
Performs other related duties as assigned.	**5%**
TOTAL	**100%**

* To help you estimate approximate percentages:

½ hour a day is 7%	1 hour a day is 14%	1 hour a week is 3%
½ day a week is 10	½ day a month is 2%	1 day a month is 4%
1 week a year is 2%		

1. Education

A. Check the box that best describes the **minimum** level of **formal** education that is required for the position and specify the field(s) of study. Do not include on-the job training in this information.

- ☐ Up to High School or equivalent
- ☐ 1 year certificate or equivalent
- ☐ 2 year diploma or equivalent
- ☐ Trade certification or equivalent
- ☒ 3 year diploma/degree or equivalent
- ☐ 3 year diploma / degree plus professional certification or equivalent
- ☐ 4 year degree or equivalent
- ☐ 4 year degree plus professional certification or equivalent
- ☐ Post graduate degree or (e.g. Masters) or equivalent
- ☐ Doctoral degree or equivalent

Field(s) of Study:

Management Information Systems or another field relevant to the duties of the position.

B. Check the box that best describes the requirement for the specific course(s), certification, qualification, formal training or accreditation in addition to and not part of the education level noted above and in the space provided specify the additional requirement(s). Include only the requirements that would typically be included in the job posting and would be acquired prior to the commencement of the position. Do not include courses that are needed to maintain a professional designation.

☐ No Additional requirements	
☐ Additional requirements obtained by course(s) of a total of 100 hours or less	
☐ Additional requirement obtained by course(s) of a total between 101 and 520 hours	
☐ Additional courses obtained by course(s) of more than 520 hours	

2. Experience

Experience refers to the minimum time required in prior position(s) to understand how to apply the techniques, methods and practices necessary to perform this job. This experience may be less than experience possessed by the incumbent, as it refers only to the minimum level required on the first day of work.

Check the box that best captures the typical number of years of experience, in addition to the necessary education level required to perform the responsibilities of the position and, in the space provided, describe the type of experience. Include any experience that is part of a certification process, but only if the work experience or the on-the-job training occurs after the conclusion of the educational course or program.

☐ Less than one(1) year	
☐ Minimum of one (1) year	
☐ Minimum of two (2) years	
☒ Minimum of three (3) years	Practical current demonstrated experience in development, implementation and evaluation using current PeopleSoft system and documentation technique. Experience with computer systems in an educational environment including advanced PC skills and PeopleSoft technical advanced skills. Experience using project management, analytical, problem solving and decision-making skills to identify issues and determine possible solutions. Experience working independently in a team environment planning, organizing and prioritizing own work to meet deadlines. Experience in working effectively with a variety of people, including staff, clients and service agencies, communicating with technical and non-technical staff. Experience developing and conducting presentations. Experience dealing with sensitive and confidential information in an appropriate manner and in keeping with College policies related to confidentiality and the Protection of Privacy (FIPPA).
☐ Minimum of five (5) years	
☐ Minimum of eight (8) years	

3. Analysis and Problem Solving

This section relates to the application of analysis and judgment within the scope of the position.

The following charts help to define the level of complexity involved in the analysis or identification of situations, information or problems, the steps taken to develop options, solutions or other actions and the judgment required to do so.

Please provide up to three (3 examples of analysis and problem solving that are regular and recurring and, if present in the position, up to two (2) examples that occur occasionally:

	#1 regular & recurring
Key issue or problem encountered.	Integration issues between Student Records and Student Financials. Erroneous charges on Student Account. Refund policy not being executed by the system.
How is it identified?	The incumbent develops monitoring Queries, which identify possible data integrity issues.
Is further investigation required to define the situation and/or problem? If so, describe.	Based on system knowledge the incumbent will look for and search out the possible sources of system/data errors. This is a proactive requirement to ensure that issues are not visible to the client/student. For example, core system configuration and rule setup may be the source of poor functionality, i.e. Academic Calendar setup is incorrect.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Once the error or required new functionality is identified the incumbent must determine if the core configuration/rules in the PeopleSoft System are working to adhere to policy. Would need to investigate the configuration of the Student Financials adjustment calendars to ensure the two configurations are aligned. This would involve creating prototyping and testing various system configurations, students and enrolments with various drop dates to test the rules. These rules determine how the system reacts to client transactions. The data would need to be checked throughout the PeopleSoft system after each configuration setup. Corrections are made to the system rules (Academic Calendar, Dynamic Dates, Adjustment Calendars) and data retested. Final configurations would be applied by the incumbent to the production environment and retested.
What sources are available to assist the incumbent finding solution(s)? (eg. past practice, established standards or guidelines.)	This position has access to Business Procedures, SIS Procedural Documentation and established standards or guidelines. Troubleshooting can be accomplished by accessing PeopleBooks, Oracle Customer Connection and Higher Education User Group websites..

3. Analysis and Problem Solving

	#2 regular & recurring
Key issue or problem encountered.	Exception reporting for Applicants who have been matriculated in one program but term activated in another.
How is it identified?	Team creates and runs several developed query reports.
Is further investigation required to define the situation and/or problem? If so, describe.	Yes, incumbent needs to interpret the returned results. Analyze the data and correct or forward to the appropriate area for further investigation. Need to ensure the functionality used is correct and efficient.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	All source documents would be gathered and studied. The incumbent would assess the Student Program Plan Stack and Maintain Applications to determine the action required. This would involve reviewing the student's status and eligibility. Review Student Advisement Report and Customer Account for payment. May require Academic School to contact the student. Review of continuation policy and training for academic areas.
What sources are available to assist the incumbent finding solution(s)? (eg. past practice, established standards or guidelines.)	This position has access to Business Procedures, SIS Procedural Documentation and established standards or guidelines. Liaison with our ITS Developer to establish interface issues or corrupt data in the tables may also be required. PeopleBooks, Oracle Customer Connection and Higher Education User Group websites..

	#3 regular & recurring
Key issue or problem encountered.	Development or Enhancements
How is it identified?	Need is identified by the incumbent and/or client.
Is further investigation required to define the situation and/or problem? If so, describe.	Yes, the incumbent must research the requirement, determine scope, and urgency. Depending on the requirement, consultation and impact on other functional areas needs to be evaluated and considered
Explain the analysis used to determine a solution(s) for the situation and/or problem.	The incumbent would gather all requirements and develop and document needs analysis. The requirement would be researched to determine if a delivered function exists. If no delivered functionality exists, the incumbent needs to research the impact on other functional areas and enter an issue that defines the source tables, applicable dates, priority, and samples. The incumbent would work with the ITS Developer to ensure that the delivered solution meets the client requirements. Unit testing and issue signoff will occur when product is complete. Verification queries may also be developed during this process to support requirement.
What sources are available to assist the incumbent	PeopleBooks, Oracle Customer Connection and Higher

finding solution(s)? (eg. past practice, established standards or guidelines.)	Education User Group websites.

3. Analysis and Problem Solving

#1 occasional (if none, please strike out this section)

Key issue or problem encountered.	Data Integrity Monitoring. Student's Academic Levels not incrementing correctly.
How is it identified?	The incumbent develops and executes monitoring queries to identify the target students.
Is further investigation required to define the situation and/or problem? If so, describe.	Yes, the incumbent would need to determine the source of the problem, i.e. level load rule configuration, errant batch system/transaction process, or some other trigger.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	The incumbent would need to study the students impacted to determine if there is a common pattern. This would require queries to be written. The incumbent is required to know the various batch procedures that relate to the academic cycle and their timelines. This information would be used to narrow the possible sources of error. The procedure for data correction would be documented and presented to staff for execution. The incumbent is responsible for ensuring that Inter-department fixes are coordinated and completed.
What sources are available to assist the incumbent finding solution(s)? (eg. past practice, established standards or guidelines.)	Our established Business Processes.

#2 occasional (if none, please strike out this section)

Key issue or problem encountered.	The Finance Department requires clarification or understanding of an established fee or item type. A discrepancy or posting in a particular account is noticed after the interface is run and in order to reconcile their accounts further investigation is required.
How is it identified?	The Finance and Accounting departments would identify any discrepancies in GL accounts based on established reports and queries.
Is further investigation required to define the situation and/or problem? If so, describe.	Further investigation is required. In order to investigate the reason for the anomaly the item type number, GL account number or account number of the posting, are required. This is a first step to identify if this is a client issue/error or a setup or systems issue. The incumbent will review the result and analyze the steps the client took to verify how the end result occurred. A clear understanding of how the situation occurred and the conditions wherein the client experienced the problem are required. Often discussion with the client who encountered the error is required
Explain the analysis used to determine a solution(s) for the situation and/or problem.	The analysis is based on the depth or extent of the problem the client encountered. A review of the documented process or training documents is used to verify the proper procedures were followed. This is followed by reviewing the current set-up. Testing and reviewing the setup data in the

	appropriate tables and PeopleSoft screens is used to verify correct setup procedures and possible corrupt data. An analysis of the client error can be identified by mirroring the steps taken in a test environment. Database queries can be used to extract unique characteristics and examine repeat problems. PC techniques such as file to spreadsheet manipulation/merging using Excel or Word may also be required.
What sources are available to assist the incumbent finding solution(s)? (eg. past practice, established standards or guidelines.)	This position has access to Business Procedures, SIS Procedural Documentation and established standards or guidelines. Liaison with our Developers to establish interface issues or corrupt data in the tables may also be required. PeopleBooks, Oracle Customer Connection and Higher Education User Group websites.

4. Planning/Coordinating

Planning is a proactive activity as the incumbent must develop in advance a method of acting or proceeding, while coordinating can be more reactive in nature.

In the following charts, provide up to three (3) examples of planning and/or coordinating that are regular and recurring to the position, up to two (2) examples that occur occasionally:

	#1 regular and recurring
List the project and the role of the incumbent in this activity.	**PeopleSoft Upgrades/SIS Procedural Documentation** Oracle Bundle Application or Major Version Upgrades – Patches/fixes/upgrades testing, training and implementation. The incumbent is required to review and determine the impact of any module-related patches and fixes and system upgrades. In doing so, the incumbent is required to consider the various integration points/impacts of the changes. The incumbent is required to develop a plan for implementation including timelines for each stage (planning, new development, verification/testing, training) of the project. In conjunction with the plan, the incumbent is required to work with the database administrators, system analysts, application developers, and other module leads to coordinate testing sequencing and to develop/modify test scripts to ensure rigorous and exhaustive testing. The incumbent must also document all issues and testing scenarios and results. Depending on the level of the bundle or upgrade, the incumbent will also be responsible for training end-clients in new or changed functionality.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	The incumbent is required to have strong time management and organizational skills to ensure that the project progresses smoothly and within strict time deadlines. Strong communication skills are required to articulate tasks and their fit into the overall project.
List the types of resources required to complete this task, project or activity.	Bundle and/or Upgrade documentation and release notes. PeopleBooks, Oracle Customer Connection and Higher Education User Group websites. .
How is/are deadline(s) determined?	Deadlines are established based on the scope of the upgrade and/or bundles being applied, and the post-upgrade training that may be required. This is done with the College community with significant input from the incumbent, ITS, Human Resources, Financial Services, Student Services and the Academic Schools.
Who determines if changes to the project or activity are required? Who determines whether these changes have an impact on others? Please provide concrete examples.	The incumbent evaluates the changes and determines the scope for their module(s). The incumbent will identify potential impacts on other departments. Major shifts, such as offloading some of the incumbent'swork load, would be referred to the Registrar or the Steering Committee if applicable.

4. Planning/Coordinating

	#2 regular and recurring
List the project and the role of the incumbent in this activity.	Lead for coordinating and tracking issues arising from the production use of the PeopleSoft System.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	The incumbent is required to assimilate technical information into a report structure that is client friendly and accessible to managers. Issue resolution must be tracked, documented and prioritized. This often requires communication and cooperation with other departments. Issues are shifted depending on timeframes and urgency so follow-up, decision making, and dynamically switching of tasks is a requirement for this position. When a data issue is solved with a functional fix the incumbent will identify the solution, impact, document the steps and determine appropriate timelines.
List the types of resources required to complete this task, project or activity.	PeopleBooks, Oracle Customer Connection and Higher Education User Group websites.
How is/are deadline(s) determined?	Deadlines are determined by severity of the issue, availability of resources, or by project plans. The Academic Calendar and Technical Development are also considered.
Who determines if changes to the project or activity are required? Who determines whether these changes have an impact on others? Please provide concrete examples.	For the PeopleSoft System the incumbent would identify the change impact and decide whether the severity requires referral to Registrar or not. Registrar determines the overall priority of the work.

	#3 regular and recurring
List the project and the role of the incumbent in this activity.	Training coordination, which includes training material preparation, scheduling and delivering sessions for staff. The incumbent is responsible for the creation and updating SIS procedural documents used for training sessions and as an online resource on the Intranet. Preparation of training materials is required. The incumbent is also responsible for the coordination of training labs with the appropriate Oracle training environment.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Attention to detail and effective time management skills are required. A proactive leadership role and solid communication and negotiation skills are required in order to initialize contact with managers and supervisors regarding the type of training required and the number of participants. In addition, the incumbent is required to be highly organized and pay attention to details when preparing training documents and sessions in order to correctly portray each step of a particular procedure. A high level of verbal and written communication skills are required and strong presentation skills and teaching

	techniques are needed.
List the types of resources required to complete this task, project or activity.	Extensive system, business process and product knowledge is required to train the end-client and on occasion to train the trainer. The incumbent will utilize a variety of tools to prepare and present effective training sessions such as: MS PowerPoint, Word, and Snag It (screen capture software).
How is/are deadline(s) determined?	The incumbent would determine deadlines based on the College cycle, urgency of training request, lab availability, trainee and trainer schedules and software availability. Top priority is given to the needs of our clients in order to provide training in an efficient and timely manner.
Who determines if changes to the project or activity are required? Who determines whether these changes have an impact on others? Please provide concrete examples.	The incumbent must decide when new or updated training materials are required and whether they have an impact on the end-clients. This occurs when new functionality is introduced or when bundles or upgrades have been applied and impact current functions/processes such that existing training materials require updates. Managers may also make requests for training and quite often schedules shift depending on the demands and cycle of the staff involved. The incumbent's supervisor is not directly involved in any of the training coordination except on a consultative basis.

4. Planning/Coordinating

	#1 occasional (if non, please strike out this sections)
List the project and the role of the incumbent in this activity.	As the functional lead for a variety of modules in PeopleSoft system, the incumbent is responsible for the integrity and configuration of system processes to ensure alignment with Academic and business procedures. The incumbent develops base line configuration to establish this alignment. This configuration is the backbone of the PeopleSoft System.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Considering that the base line configuration tables are accessed by other PeopleSoft modules, any changes to these core rules must be clearly planned and coordinated. For example, an institutional decision to alter reporting structures resulted in extensive base line configuration changes (e.g. implementation of the new Faculty of Arts and Faculty of Science and the renaming and realignment of the schools on Kingston campus). The timing of visibility of these changes in the PeopleSoft system needs to be coordinated with the deployment date of the Academic Structure. The incumbent is responsible for defining the sequence/order in which the changes must occur. The order in which they occur impacts other department timelines. This requires a high level of attention to detail and accuracy. This also requires excellent verbal and written communication to verify all data is current and request changes or clarifications to fees and their policies.
List the types of resources required to complete this task, project or activity.	Extensive knowledge of Registrar/Academic business

	procedures plus PeopleSoft system base level configurations, functionality and table structures.
How is/are deadline(s) determined?	The incumbent works in cooperation with the ITS department to accomplish college priorities. Depending on the size and scope of the project, deadlines are determined by availability of staff involved in the project, availability of database systems, and timing within the overall demands of the college at large.
Who determines if changes to the project or activity are required? Who determines whether these changes have an impact on others? Please provide concrete examples.	The incumbent functions independently of the Registrar with respect to interfacing with the clients and ITS and providing a solution in most situations. Actions are discussed after the fact. If the incumbent cannot resolve the issue or it involves policy changes or staffing issues, the change would be referred to the Registrar or the Applications Manager.

#2 occasional (if non, please strike out this sections)

List the project and the role of the incumbent in this activity.	Determine the priorities for PeopleSoft System and communicate to ITS.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Review with the stakeholders to determine their needs and priorities. Assess the amount of time that would be required and target dates for the priorities. Communicate with the ITS top priority issues.
List the types of resources required to complete this task, project or activity.	Review existing and any new issues that have been identified by various Stakeholders.
How is/are deadline(s) determined?	Review with the stakeholders the date the issue needs to be resolved. Communicate to ITS the Registrar's priorities based on the needs assessment and the availability of resources to complete the task.
Who determines if changes to the project or activity are required? Who determines whether these changes have an impact on others? Please provide concrete examples.	The Registrar with consultation from the incumbent and other stakeholders.

5. Guiding/ Advising Others

This section describes the **assigned responsibility** of the position to guide or advise others (e.g. other employees, students). Focus the actions taken (rather than the communication skills) that directly assist others in the performance of their work skill development.

Though support staff cannot formally "supervise "others, there may be a requirement to guide others using the incumbent's job expertise. This is beyond being helpful and providing ad hoc advice. It must be an assigned responsibility and must assist or enable others to be able to complete their own tasks. Check the box(es) that best describe the level of responsibility assigned to the position and provide an example(s) to support the selection, including the positions that the incumbent guides or advises.

Regular & Recurring	Occasional	Level	Example
☒	☐	Minimal requirement to guide/ advise other. The incumbent may be required to explain procedures to other employees or students	This role is a key function to supporting the end clients.
☒	☐	There is a need for the incumbent to demonstrate correct processes/ procedures to others so that they can complete certain tasks	The incumbent would provide reminders or clarification to all tri-campus Student Services Academic, Finance Departments especially if it becomes clear a process or step is not being performed correctly. The incumbent is also responsible for maintaining the SIS Procedural documentation and broadcasting any changes to these to the above clients.
☒	☐	The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities.	The incumbent develops/advises on a course of action when an unique student situation falls outside of the College Business Process.
☒	☐	The incumbent is an active participant and has ongoing involvement in the progress of others with whom he/she has the responsibility to demonstrate correct processes/procedures or provide direction.	The incumbent is the functional lead for the PeopleSoft System. The clients of the system ask the incumbent how to process transactions or enter data. When processing errors occur, the incumbent is the first contact for the client base. The incumbent assists client department by designing and enforcing system procedures The incumbent is expected to analyze system functionality and recommend the best course of action for others, e.g. Student withdrawals – depending on the timeframe and student circumstance, the procedure for withdrawals in the system has different impacts. The incumbent is required to map out, configure, test and implement changes and put them into action so that the staff can process a student withdrawal.

☒	☐	The incumbent is responsible for allocating tasks to others and recommending a course of action or making necessary decisions to ensure the tasks are completed.	The incumbent will make recommendations to various departments regarding transaction processing. This also includes identifying the correct sequence for system fixes and who should complete them. The client will either telephone, email, Instant Message or create an iSupport ticket requesting assistance. When data fixes or configuration changes are necessary, the incumbent will be responsible for leading a system related project (e.g. Student Records clean-up, historical data clean-up, new system development.). During these times, the incumbent is directly responsible for allocating tasks to members of the project team. The incumbent makes decisions regarding configuration strategies and is responsible for ensuring that the tasks assigned are completed accurately.

6. Independence of Action

Please illustrate the type of independence or autonomy exercised in this position. Consideration is to be given to the degree of freedom and constraints that define the parameters in which the incumbent works.

What are the instructions that are typically required or provided at the beginning of a work assignment?	
Regular and Recurring	Occasional (If none, please strike out this section)
Only broad objectives and expected outcomes are available. Timelines are established in keeping with key system processes and initiatives and as required to meet the deadlines established in the Academic Schedule. There is a great deal of autonomy in this position. Works directly with Administrative and Support Staff in the client and ITS departments.	

What rules, procedures, past practices or guidelines are available to guide the incumbent?	
Regular and Recurring	Occasional (If none, please strike out this section)
General direction/guidelines are provided through the Registrar's Office management. Guidelines are in the form of industry trends and standards that must be interpreted and carefully applied locally to the College and more specifically to the Registrar's Office environment. Business rules as established in the Academic Policy Manual and Student's Rights and Responsibilities.	PeopleBooks, Oracle Customer Connection and Higher Education User Group websites.

How is work reviewed or verified (e.g. Feedback from others, work processes, supervisor)?	
Regular and Recurring	Occasional (If none, please strike out this section)
Meetings with clients and internal project groups, checks the overall system development on a regular basis. Self-verifications checks are completed on an on-going basis to verify the accuracy of system setup/configuration. Audits Meeting Project Timelines	

6. Independence of Action

Describe the type of decisions the incumbent will make in consultation with someone else other than the supervisor.	
Regular and Recurring	Occasional (If none, please strike out this section)
System functionality or configuration that impacts other integration points in the system E.g. Interface with student financials, HR, Blackboard.	

Describe the type of decisions that would be decided in consultation with the supervisor.	
Regular and Recurring	Occasional (If none, please strike out this section)
Requests made for refunds outside the college's established deadlines. Decisions on requests that go beyond our established guidelines, policies or exceptions to the rule.	

Describe the type of decisions that would be decided by the incumbent.	
Regular and Recurring	Occasional (If none, please strike out this section)
Serious functionality issues that may affect viability of the PeopleSoft System and are not being resolved quickly through normal channels. Recommend changes in project scope that may budget implications. Initiates corrective action or carries out instructions to resolve PeopleSoft client problems.	Training and requests for training labs for new clients. Initializing quality checks. Participating in college wide strategy for the PeopleSoft System. Testing and maintaining of PeopleSoft System modules.

Describe the type of decisions that would be decided by the incumbent.	
Regular and Recurring	Occasional (if none, please strike out this section)

Base line configuration changes are made by the incumbent. Changes may have impact on the functionality of the PeopleSoft System. Projects involving system functionality frequently require in-depth research, analysis of findings, and creativity in recommending next course of action (e.g. correction of data). Using expert knowledge, the incumbent will influence project direction. Decisions on system designs to meet business process and functional needs, technical assistance required from ITS, software vendor to resolve end client issues. Escalation of issues to other technical resource to resolve critical deadline impact problems. Requests for designing reports to support ongoing functions or to address new and/or strategic initiatives are frequent and require the incumbent to fully explore the data needs, understand how the information will be used, and determine a) if the system can handle the request currently, b) the data elements and report lay-out, c) alternatives if the report cannot meet the full need, and d) an appropriate timeline for delivery	

7. Service Delivery

This section looks at the service relationship that is an assigned requirement of the position. It considers the required manner in which a position delivers service to customers. It is not intended to examine the incumbent's interpersonal relationship with those customers and the normal anticipation of what customers want and then supplying it efficiently. It considers how the request for service is received and the degree to which the position is required to design and fulfill the service requirement. A "customer" is defined in the broadest sense as a person or groups of people and can be internal or external to the College.

In the table below, list the key service(s) and its associated customers. Describe how the request for service is received by the incumbent, how the service is carried out and the frequency.

Information on the service		Customer	Frequency (D, W, M. I)*
How is it received?	How is it carried out?		
Request from functional area regarding a system problem.	Depending on the extent of the info provided, incumbent is required to investigate the true nature of the issue identified. An examination of process, data elements involved, impact of issue and recommendation for resolution and/or data clean-up are all required next steps.	Registrar's Office Organizational clients, ITS, Financial services, HRMS	D
IT provides a list of system patches/bundle upgrades which are to be installed.	Incumbent is required to review each individual patch/bundle and determine if the fixes are mission critical to the PeopleSoft System or can be staged for a future implementation; the patches/bundles have to be reviewed for impact on the system including in particular SLC system mods, queries etc.	ITS, Registrar's Office functional team, Financial services	I
System configuration and testing	As system issues are raised, new business processes are identified, or new policies are introduced the incumbent is required to engage the system in rigorous testing to ensure the integrity of the business process or system configuration recommendation that they have identified to meet the needs of the request.	ITS, Financial services, Organizational clients	W
Request for a specific reporting requirement	Looks beyond the client needs and anticipates changes over the entire cycle in a period of time. Designs and configures reports and queries to satisfy the requirement.	Organizational clients	W
System Support for the Student Information System.	The incumbent will receive phone call, email, IM, or iSupport ticket requesting assistance. The incumbent will either resolve the request personally or refer request to the applicable functional area.	Organizational clients	D

New Functionality/Enhancements	The College receives notification of a Ministry mandated or College policy change. The incumbent researches to see if the existing functionality exists. If functionality exists then determine if this will meet the need or further enhancement is required.	Organizational clients	W

* D = Daily W = Weekly M = monthly I = Infrequently

8. Communication

In the table below indicate the type of communication skills required to deal effectively with others. Be sure to list both verbal (e.g. exchanging information, formal presentations) and written (e.g. initiate memos, reports, proposals) in the section (s) that best describes the method of communication.

Communication Skill/Method	Example	Audience	Frequency (D, W, M ,I)*
Exchanging routine information, extending common courtesy	Participate in conferences, product client groups	Provincial System Colleagues	I
Explanation and interpretation of information or ideas	Direction and instructions regarding technical aspects, project priorities, deadlines and acceptable standards Provide project status, reporting, consultation Seek technical assistance and product knowledge – can occur through e-mail exchange or through phone or direct contact.	ITS ITS, Registrar Oracle	W W I
Imparting technical information and advice	Discussions regarding requests or uses of the existing PeopleSoft System. Engages discussion regarding conflicting views on system requirements Discussions regarding problems with the system, possible enhancements, complex explanations, instruction, negotiations and general troubleshooting.	Registrar, Organizational Clients ITS, Registrar, HRMS, Financial Services, Organizational Clients	W D
Instructing or training	Provide training as needed – this can be as simple as providing detailed transaction instructions via discussion, e-mail, skype or through more formal workshops i.e. development of training modules.	Organizational Clients	D
Obtaining cooperation or consent	When system issues arise it is necessary for the incumbent to enlist the cooperation of other client departments responsible for maintaining the data. The incumbent would confer with the appropriate Manager of the area if scope warrants it.	Administrative Managers, Organizational Clients	M
Negotiating			

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9. Physical Effort

In the tables below, describe the type of physical activity that is required on a regular basis. Please indicate the activity as well as the frequency, the average duration of each activity and whether there is the ability to reduce any strain by changing positions or performing another activity. Activities to be considered are sitting, standing, walking, climbing, crouching, and lifting and/or carrying light, medium or heavy objects, pushing, pulling, working in an awkward position or maintaining one position for a long period.

Physical Activity	Frequency (D,W,M,I)*	Duration			Ability to reduce strain		
		< 1 hr at a time	1-2 hrs at a time	> 2 hrs at a time	Yes	No	N/A
Sitting at computer station	D			X	X		
Keyboarding/Mouse	D			X	X		
Data Entry	D		X		X		
Back/Neck/Should/Wrist from keyboarding and working at a computer station	D		X		X		

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If lifting is required, please indicate the weights below and provide examples.

☐ Light (up to 5 kg or 11 lbs.)	
☐ Medium (between 5 to 20 kg and 11 to 44 lbs.)	
☐ Heavy (over 20 kg. or 44 lbs.)	

10. Audio Visual Effort

Describe the degree of attention or focus required to perform tasks taking into consideration:

- the audio/visual effort and the focus or concentration needed to perform the task and the duration of the task, including breaks (e.g. up to two hrs. at one time including scheduled breaks)
- impact on attention or focus due to changes to deadlines or priorities
- the need for the incumbent to switch attention between tasks (e.g. multi-tasking where each task requires focus or concentration)
- whether the level of concentration can be maintained throughout the task or is broken due to the number of disruptions

Provide up to three (3) examples of activities that require a higher than usual need for focus and concentration.

Activity #1	Frequency (D,W,M,I)*	Average Duration		
		Short < 30 min	Long up to 2 hrs.	Extended > 2 hrs
Analyzing system issues, developing complex queries and reports	D to W depending			X

Can concentration or focus be maintained throughout the duration of the activity? If not, why?

☐ Usually

☒ No – The incumbent is subject to frequent interruptions and priority shifts. Often client requirements and expectations are for just-in-time delivery and the incumbent must be able to start and restart analysis, query and report designs.

Activity #2	Frequency (D,W,M,I)*	Average Duration		
		Short < 30 min	Long up to 2 hrs.	Extended > 2 hrs
Concentrated listening to clients business needs while synthesizing information to develop business solutions.	D to W depending			X

Can concentration or focus be maintained throughout the duration of the activity? If not, why?

☐ Usually

☒ No – The incumbent is the primary contact for trouble shooting system failures and so when engaged in discussion related to system development – during peak periods, is often interrupted by direct inquiries regarding current urgent system problems.

Activity #3	Frequency (D,W,M,I)*	Average Duration		
		Short < 30 min	Long up to 2 hrs.	Extended > 2 hrs
Creating or revising Business Processes and SIS Procedural Documentation.	W			X

Can concentration or focus be maintained throughout the duration of the activity? If not, why?

☐ Usually

☒ No – Again constant interruptions due to high volume activity makes it difficult to complete these tasks. Greater than normal concentration required to complete – and the documentation being prepared, may be required immediately to address some of the issues currently being encountered during the peak period.

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11. Working Environment

Please check the appropriate box(es) that best describes the work environment and the corresponding frequency and provide an example of the condition.

Working Conditions	Examples	Frequency (D,W,M,I)*
☒ acceptable working conditions (minimal exposure to the conditions listed below		D
☐ accessing crawl paces/confined spaces		
☐ dealing with abusive people		
☐ dealing with abusive people who pose a threat of physical harm		
☐ difficult weather conditions		
☐ exposure to very high or low temperatures (e.g. freezers)		
☐ handling hazardous substances		
☐ smelly, dirty or noisy environment		
☒ travel	Infrequent travel between campuses for committee and end client meetings.	I
☐ working in isolated or crowded situations		
☐ other (explain)		

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