

St. Lawrence College

Position Description Form (PDF)

Effective Date: June 25, 2026

Campus: Tri-Campus (Remote)

Incumbent's Name: Vacant

Position Title: Business Systems Analyst, Digital Transformation

Pay band: I

Position Number:

NOC Code: 21221

Hours per Week: 35

Supervisor's Name and Title: Christine Boisvert, Director, Digital Transformation

Completed by: Christine Boisvert, Director, Digital Transformation

Signatures:

Incumbent: _____

Date: _____

(Indicates the incumbent has read and understood the PDF)

Supervisor: _____

Date: _____

One-Over-One: _____

Date: _____

Instructions for Completing the PDF

1. Read the form carefully before completing any of the sections.
2. Answer each section as completely as you can based on the typical activities or requirements of the position and not on exceptional or rare requirements.
3. If you have any questions, refer to the document entitled "A Guide on How to Write Support Staff Position Description Forms" or contact your Human Resources representative for clarification.
4. Ensure the PDF is legible.
5. Responses should be **straightforward and concise, using simple factual statements.**

Position Summary

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

The Business Systems Analyst, Digital Transformation is responsible for leading business, process and systems analysis activities in support of institutionally approved digital transformation initiatives across St. Lawrence College.

Operating within an established digital strategy and transformation roadmap, the incumbent works with academic and administrative departments to assess current-state processes, identify improvement opportunities, and define future-state processes, systems, and service models across the end-to-end student life cycle.

The role is responsible for eliciting, analyzing, validating, and documenting business, functional, and system requirements, and for supporting the design and implementation of integrated digital solutions. Solutions may include system configuration, process redesign, system integration, and changes to organizational practices.

The incumbent provides consultative support to College leadership and staff regarding digital technologies, solution options, and implementation approaches. This includes contributing to business cases, options analysis, and procurement processes.

The incumbent acts as a key liaison between business contacts, ITS teams, and external vendors, ensuring that solutions are aligned with Digital Transformation priorities, technical standards, and regulatory requirements, and are successfully adopted.

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 than detailed work routines.

	Approximate % of the time Annually*
<u>Business Analysis and Transformation Design</u> - Leads business analysis activities for digital transformation initiatives - Conducts current-state assessments of business processes, systems, and workflows - Facilitates engagement through interviews, workshops, and process review sessions - Develops future-state process designs, service models, and system interaction models - Elicits, analyzes, validates, and documents business, functional, and non-functional requirements - Produces deliverables including process maps, requirements documentation, use cases, test cases and analysis reports - Performs options analysis, feasibility studies, and cost-benefit analysis - Recommends solutions aligned with institutional priorities, policies, and standards - Provides direction and hands-on business process analysis and design expertise. In addition, translates customer business goals and objectives into strategic and tactical plans. - Works closely with Functional Application Owners to elicit business and system requirements through conducting or leading interviews, group (focus) meetings, workshops, and job shadowing. - Applies significant business skills, technical skills, and experience to ensure that efficient and effective solutions are produced while ensuring that the delivered solutions are in alignment with the strategies, policies, and procedures of the Information Technology Services department and that the solutions meet the defined deliverable quality objectives.	40%
<u>Solution Enablement and Systems Integration</u>	40%

• Collaborates with Business, ITS teams and vendors to translate business requirements into solution designs • Analyzes system capabilities, integration requirements, and data flows across multiple platforms • Supports development of functional specifications and solution design documentation • Ensures alignment of solutions with enterprise architecture, institutional data and integration frameworks and standards • Participates in testing activities including system integration testing and user acceptance testing • Identifies and resolves issues related to system functionality, integration, and data quality • Supports implementation activities including system configuration validation, change management and transition readiness • Utilizes extensive knowledge of BABOK methodologies and practices, from conception through to completion. • Ensures written requirements are clear, understandable, audience-appropriate, and accurately capture critical information required for a quality solution that meets business needs. • Provides expert functional knowledge and leadership to management and staff related to the delivery of Digital Transformation projects by multiple project teams comprised of business subject matter experts, functional leads, IT staff and external contractors, including all areas of project design, development, and implementation. • Prepares functional specifications representing detailed user requirements.	
<u>Change Support and Operational Enablement</u> • Identifies and validates organizational impacts of digital transformation initiatives • Supports development of communication, training, and adoption materials • Supports effective adoption and sustainment of implemented solutions • Provides guidance and support to business users regarding business and system processes and functionality • Assists with post-implementation support, troubleshooting, and continuous improvement • Contributes to improving business analysis standards and practices within the College	20%
	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%

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½ day a week is 10

½ day a month is 2%

one 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 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

☐ Three-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:

A minimum of a 3-Year Diploma/Degree in Business Administration, Information Systems Technology, or Computer Science.

Certification in the Project Management or Business Analysis fields, such as the IIBA's CAPM, PMP, CCBA or CBAP designation, is required

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 before the commencement of the position. Do not include courses that are needed to maintain a professional designation.

☒ No Additional requirements

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☐ Additional requirements obtained by course(s) of a total of 100 hours or less

☐ Additional requirements 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

☒ Minimum of five (5) years

Business systems analysis in enterprise or multi-departmental environments

Digital transformation, process improvement, or systems implementation initiatives

Experience working with integrated systems (ERP, CRM, LMS, academic systems, cloud platforms)

Strong experience working with both technical and non-technical contacts

☐ Minimum of eight (8) years

Experience analyzing and improving end-to-end processes and services

Experience using project management, analytical, problem solving and decision-making skills to identify issues and determine possible innovative solutions.

Experience working independently in a team environment, planning, organizing, and prioritizing work to meet deadlines.

Experience in negotiation and conflict resolution while working effectively with various people, including Functional Application Owners, ITS management and staff, clients, and service agencies, communicating with technical and non-technical staff.

Experience dealing with sensitive and confidential information appropriately and keeping with the College policies related to confidentiality and the Protection of Privacy (FIPPA).

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 issues or problems encountered.

Interpreting and translating complex cross-functional business requirements across multiple departments and initiatives

How is it identified?

Through collection and documentation of business requirements and current state business processes.

Is further investigation required to define the situation and/or problem? If so, describe.

Yes, typically, by clarifying business objectives, pain points, constraints and desired outcomes and identifying dependencies across departments and systems

Explain the analysis used to determine a solution(s) for the situation and/or problem.

Conduct interviews, workshops and process reviews. Analyze business workflows, system interactions and data flows. Evaluate options considering feasibility, risk, cost and alignment of Digital Transformation priorities.

What sources are available to assist the incumbent in finding solution(s)? (e.g., past practice, established standards or guidelines.)

Institutional documentation, contact expertise (functional leads, subject matter experts, industry best practices, ITS Architecture standards and integration frameworks)

3. Analysis and Problem Solving

#2 regular & recurring

Key issues or problems encountered.

Supporting major system implementations, upgrades or enterprise digital transformation initiatives involving multiple systems, contacts and business processes.

How is it identified?

Through institutional decisions to implement new enterprise systems or significant enhancements, and through Approved Digital Transformation initiatives within the College's three-year roadmap.

Is further investigation required to define the situation and/or problem? If so, describe.

Yes

Investigation is required to assess current state processes, systems and Organizational readiness.

Identify impacts across business units, services and systems.

Determine integration requirements and dependencies.

Evaluate risks related to implementation adoptions and operational continuity.

Explain the analysis used to determine a solution(s) for the situation and/or problem.

Perform fit/gap analysis between current state and proposed solutions.

Analyse system capabilities, integration points and data flows to ensure alignment with enterprise architecture direction.

Assess organizational readiness, including process and user impacts as well as resource availability and change readiness.

Evaluate implementation options, timelines and risks.

Support development of testing strategies, validation activities and final sign off on deliverables.

What sources are available to assist the incumbent in finding solution(s)? (e.g., past practice, established standards or guidelines.)

Identify dependencies across multiple initiatives and systems.

Digital Transformation roadmap, business cases, project plans.

System architecture documentation and integration diagrams.

ITS standards, e-governance framework and implementation methodologies.

Contact and sponsor expertise.

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.

Planning and coordinating digital transformation initiatives involving systems implementation, process redesign, and integration across multiple College systems and departments.

The incumbent works with business contacts and ITS to assess the impact of proposed system changes, enhancements, new solutions on existing processes, systems and data flows. In doing so, the incumbent must consider integration points, cross-functional dependencies across the end-to-end student lifecycle, organizational impacts and data integrity.

In consultation with contacts and ITS Leadership, the incumbent develops implementation plans that include timelines for key phases (discovery, design, build/configuration, testing, deployment and adoption).

The incumbent coordinates activities across technical teams, business units and vendors to ensure alignment of tasks such as requirements validation, system configuration, integration testing, and user acceptance testing and sign off. The incumbent also supports development of training materials and documentation to support transition and hand off to operations.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

The incumbent must have strong time management and organizational skills to ensure that the project progresses smoothly and within strict deadlines. In addition, strong communication skills are required to articulate tasks and their fit into the overall project.

Ability to manage competing priorities and interdependencies.

Effective engagement and facilitation.

List the types of resources required to complete this task, project, or activity.

Digital Transformation roadmaps, business cases and project documentation.

Business contacts and subject matter experts.

ITS Technical team and systems/functional specialists. Architectural documentation.

Vendor documentation and implementation guidelines.

Process maps, requirements documentation and testing artifacts.

How is/are deadline(s) determined?

Deadlines are established based on the scope and complexity of the initiative, dependencies, resource availability and Digital Transformation priorities.

Timelines are developed collaboratively with contacts, ITS team members, project sponsors and the Director, Digital Transformation and are influenced by college operational cycles and dependencies.

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 identifies potential changes and evaluates impacts on systems, processes and contacts.

Recommendations are presented to contacts and ITS representatives. Significant changes, particularly those impacting multiple business units, will be reviewed and approved through the appropriate governance bodies

4. Planning/Coordinating

	#2 regular and recurring
List the project and the role of the incumbent in this activity.	Coordinating analysis, design, and implementation activities for new digital transformation solutions, system enhancements, or cross-functional service improvements. When a requirement is identified, the incumbent works with contacts and ITS to define scope and objectives. This includes facilitating meetings to gather and document requirements and assess impacts on business processes, systems, and users. The incumbent develops analysis and testing approaches, including coordination of System Integration Testing (SIT) and User Acceptance Testing (UAT). The role also supports development of communication and change management activities to prepare the College community for system or process changes.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Ability to anticipate risks and potential implementation challenges. Coordination of activities across business, technical and vendor teams. Facilitates collaboration and consensus among parties. Strong analytical and problem-solving capabilities. Ability to determine when and where to escalate issues.
List the types of resources required to complete this task, project, or activity.	Digital transformation roadmap. Contact input and business requirements documentation. System and integration documentation together with ITS technical expertise. Vendor resources and implementation materials. Industry best practices and benchmarking.
How is/are deadline(s) determined?	Deadlines are established through consultation with relevant parties, ITS leadership, and project teams, based on scope, complexity, and resource availability.

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 identifies improvement opportunities or required changes and presents recommendations to relevant parties and the Director, Digital Transformation.

Planning/Coordinating

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

List the project and the role of the incumbent in this activity.

Supporting major digital transformation initiatives, such as enterprise system implementations, platform transitions, or significant service redesign efforts.

The incumbent contributes to planning and coordination activities including analysis, testing, training, and implementation support across multiple departments and systems.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

Coordination across large-scale transformation initiatives.

Identification and management of complex dependencies.

Strong communication and alignment of relevant parties

List the types of resources required to complete this task, project or activity.

Digital transformation roadmap and business plans.

Project Plans and implementation frameworks.

Vendor implementation guides and documentation.

Participation of relevant parties and technical team.

How is/are deadline(s) determined?

The incumbent collaborates with the project team, technical resources and leadership to determine deadlines and deliverables aligned with the overall demands of the College.

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.

Changes are identified by the incumbent and reviewed with project leadership, relevant parties and the appropriate governance groups.

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 advice.

Regular & Recurring	Occasional	Level	Example
☒	☐	Minimal requirement to guide/ advise other. The incumbent may be required to explain procedures to other employees or students	A key function of the role is to support communication and translation of business requirements into clear, structured documentation (e.g., requirements, process maps) that can be used by technical teams to design and implement digital solutions.
☐	☒	There is a need for the incumbent to demonstrate correct processes/ procedures to others so that they can complete certain tasks	The incumbent supports business contacts in maintaining process documentation and provides guidance on changes to workflows, systems, or reporting resulting from digital transformation initiatives, including demonstrating updated processes or system usage.



The incumbent recommends a course of action or makes decisions so others can perform their day-to-day activities.

The incumbent analyzes complex business and system issues and develops solution options to recommend to relevant parties and ITS teams, enabling business units to implement improved processes or system changes.

The incumbent provides ongoing guidance to relevant parties and technical teams by analyzing system functionality, developing solution approaches, and supporting validation of proposed options. The role also contributes to prototyping and testing of solutions to demonstrate feasibility and support decision-making.



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 responsible for allocating tasks to others and recommending a course of action or making necessary decisions to ensure the tasks are completed.

The incumbent coordinates analysis related activities across relevant parties, ITS team members and possibly vendors, providing guidance on priorities, validating deliverables and supporting planning activities.

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)
Direction is provided by leadership, including review of existing artifacts and discussions regarding priorities. There is a great deal of autonomy given to the incumbent to research, recommend options, and take action to implement the Digital Transformation initiatives. .	None.

What rules, procedures, past practices or guidelines are available to guide the incumbent?	
Regular and Recurring	Occasional (If none, please strike out this section)
The incumbent leverages institutional policies standards and digital transformation governance frameworks. Enterprise architecture standards, integration frameworks and data governance guidelines. Requirements documentation, process models and solution artifacts (business requirements, functional specifications, process maps) are used to translate business needs into actionable inputs for project teams. The incumbent may analyze and interpret existing documentation or solutions where formal documentation is limited, to support enhancements, upgrades, or system changes. .	None.

Established project plans, workplans, and delivery frameworks are used to define timelines, tasks, dependencies, and resource requirements.	
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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)
A very high degree of responsibility is given to the incumbent to Ensure the accuracy, completeness and quality of their work. The incumbent is expected to proactively identify and communicate issues, risks or gaps to the Director, Digital Transformation in a timely manner. Work is validated through a collaborative review process with relevant parties, technical teams and subject matter experts to ensure solutions align with College standards, system capabilities and integration requirements.	None.

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)
The incumbent regularly consults with business contacts, subject matter experts, and ITS team members regarding proposed changes to business processes, systems, and integrations that may impact multiple functional areas. The incumbent researches and analyzes solution options and presents recommendations to relevant parties and project teams to address new requirements, improve service delivery or resolve issues affection functionality, data integrity or user experience. .	None.

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)
The incumbent often handles conflicts with the users and interdepartmental issues. However, decisions on requests beyond our established guidelines, policies, or exceptions to the rule will require supervisor consultation. Decisions related to governance, prioritization, resource allocation, or alignment with institutional strategies are reviewed with Director, Digital Transformation or ITS leadership. Issues involving policy interpretation, cyber security, compliance considerations, or high-risk system and process changes are	None.

documented and escalated by the incumbent for review and direction.	
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Describe the type of decisions that would be decided by the incumbent.	
Regular and Recurring	Occasional (If none, please strike out this section)
Independent judgment and problem-solving are integral to the analysis process. The incumbent is responsible for determining appropriate approaches to requirements analysis, process modeling, and solution design within established frameworks. The incumbent independently identifies issues, risks, and impacts related to systems, processes, data, and integrations, and develops recommended solutions aligned with business needs and technical constraints. The incumbent is accountable for ensuring that analysis deliverables are complete, accurate, and aligned with expectations, and that solutions are validated through testing and review prior to implementation. The incumbent is responsible for maintaining the integrity and confidentiality of information, ensuring that all work complies with College policies and applicable legislation.	None.

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?		
Carry out and communicate progress on individual objectives as negotiated with supervisor.	Weekly 1:1 meetings are used to provide progress updates. Calls, chat, and email is used when it's too urgent for weekly meetings.	Supervisor	W
Provide leadership and coordination support for digital transformation activities, including business analysis, solution design, testing and implementation support.	Work is prioritized based on incoming requests and digital transformation priorities.	Supervisor, Project Team	D
Coordinate and support digital transformation initiatives activities, ensuring alignment between business processes, systems and data while maintaining quality and integrity of documentation and deliverables.	Business requirements are translated into functional and system requirements, process designs and integration considerations.	Departmental staff, Supervisor	D

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* 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	A discussion takes place with various parties before starting a project. Gathering Digital Transformation requirements and information to gain a complete understanding of a current issue/problem/project whose approved solution is highly complex and technical.	Functional Application Owners IT Systems Team Members, Relevant Parties	D W
Explanation and interpretation of information or ideas	Translate complex business requirements, process findings, data flows, and system capabilities into clear, actionable insights and requirements for approval Explain implications of proposed process or system changes, including impacts to service delivery, user experience and institutional priorities Provide analysis summaries, options and recommendations to support decision making for digital transformation initiatives.	Business Process owners ITS Leadership and technical teams Project Sponsor	D
Imparting technical information or training	Provide detailed functional and technical guidance related to system capabilities, integration approaches and digital solution design Advise relevant parties on best practices in business process design, digital service models, data flows and system utilization	ITS Development and integration teams Business contacts/SMEs Implementation partners	W

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

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		
One position for long period	D			X	X		
Keyboarding/Mouse	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.

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☐ 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
Extensive concentration is required for long periods of time when analyzing system issues, writing documents, developing complex processes and reports	D to W depending			X
Can concentration or focus be maintained throughout the duration of the activity? If not, why? ☒ Usually – The incumbent is subject to 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, , ☐ No				

Activity #2	Frequency (D,W,M,I)*	Average Duration		
		Short < 30 min	Long up to 2 hrs.	Extended > 2 hrs
Concentrated listening to Functional Application Owners business needs while synthesizing information to develop functional/technical Digital Transformation solutions.	D to W depending			X
Can concentration or focus be maintained throughout the duration of the activity? If not, why?				

☒ Usually ☐ No

Activity #3	Frequency (D,W,M,I)*	Average Duration		
		Short < 30 min	Long up to 2 hrs.	Extended > 2 hrs
Meticulous attention to detail is frequently required while developing documentation.	D to W depending			X
Can concentration or focus be maintained throughout the duration of the activity? If not, why?				
☒ Usually ☐ No				

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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)	The incumbent has the option to work overtime as required (i.e., when scheduled or in emergency situations).	I
☐ accessing crawl spaces/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		

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☐ smelly, dirty or noisy environment		
☒ travel	Possibility of inter-campus travel.	I
☐ working in isolated or crowded situations		
☐ other (explain)		

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