**P6: Level Standards**

**GENERAL ROLE**

This level is accountable for serving in a highly advanced capacity in an area of specialization. The advanced resource capacity must be distinct from the regular or most common provision of work within the area of specialization. Positions at this level are not reflective of the majority of the workforce, but instead the most advanced functions within an area of specialization.

Incumbents:

* Serve in a subject leader and consultative capacity within an area of expertise.
* Set goals and objectives for team members to meet project initiatives and standards.
* Distribute project work.
* Evaluate and monitor the accuracy, quality, quantity, and timeliness to meet project milestones and objects.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* Works under direction.
* Seeks approvals when significant changes to process steps are considered and additional resources for task completion are required.

*🡪 Context of Decisions*

* Decisions are driven by departmental policy and procedures.
* Incumbents understand the smallest details of an assigned area.

*🡪 Job Controls*

* Free to plan and carry out all phases of work assignments, including the oversight of project staff.
* Has the latitude to make daily operational project decisions.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Issues are readily identified but cannot be understood and fixed in simple cause-effect terms.
* Variables affecting the problem are generally known.

*🡪 Course of Resolution*

* Utilizing an understanding of best practices and the way similar units run elsewhere, convincingly recommends, develops, and implements capital and process improvements to the area.

*🡪 Measure of Creativity*

* Problems require integrative solutions such as how technologies, processes, resources, and people all fit together

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Deliver statements and information in a combined persuasive and motivational fashion to subordinate staff, departmental and University administrators, and the campus community as a whole.

**SCOPE AND MEASURABLE EFFECT**

* Serve as a lead over major projects within a specific administrative/programmatic function or specialty area requiring specialized education.
* Actions regularly affect a department or an office-centric outcome with departmental impact.
* Actions generally have a direct impact on controlling such things as nature of work and scope of services.
* Actions may have high-risk financial, compliance, political or safety implications.
* Performance results tend to relate to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

**Job Template**

**GENERAL SUMMARY**

Oversees the day-to-day administration and improvement of departmental/divisional system applications with a focus on the division or department’s business domain.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under the direction of a Manager or Director.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

* Administers an application system and the office process and workflow associated with the system.
* Responds to regular concerns and challenges with administrative or system workflows.
* Serves as the functional liaison between departmental stakeholders and IT staff and/or vendors.
* Assesses business processes and determines areas of improvement.
* Identifies and validates the key business requirements.
* Leads cross-functional business process teams and [continuous improvement efforts](http://www.bridging-the-gap.com/the-dwight-schrute-school-of-business-process-improvement/).
* Evaluates potential software solutions to ensure that they meet business requirements.
* Ensures technical solutions meet business needs.
* Conducts research and analysis to develop plans and technical reports.
* Prepares and delivers training in support of system applications.
* Maintains an understanding of the business and its processes.
* Serves as a resource in the design and testing of IT systems for improving processes.
* Leads and directs the work and activities of any assigned staff.
* Performs user acceptance testing.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Bachelor’s degree in related field.
* Six years of related experience.
* One year of experience overseeing large projects OR serving as a senior team member regularly performing the most advanced tasks in the business area.

**COMPETENCIES**

**Knowledge of:**

* Departmental services and processes
* System applications and their functionality
* Microsoft Office and related software applications

**Skill in:**

* Planning and organization
* Troubleshooting
* Developing and maintaining effective and appropriate working relationships
* Critical thinking, problem solving and analysis

**Ability to:**

* Maintain records and produce complex reports
* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Understand project design documents, specifications, and details
* Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management