

Fleming College

POSITION DESCRIPTION FORM (PDF)

Part-time Support Staff

Instructions for Completing the PDF:

- This 'smart' form template is to be completed & submitted electronically to the HR Consultant.
- Complete each section as accurately and succinctly as you can in the space provided. If you have questions, contact your respective HR Consultant for assistance.

Depending on the duration of the work assignment, you will be required to complete the Cover Page and Part 1 only **or** Parts 1 & 2 **or** Parts 1, 2 and 3.

CPT Tier I - Cover Page and Part 1 only

- Casual part-time support staff work that is temporary/transitory only and will not exceed a duration of one academic semester (4 months). For temporary assignments within this category which are recurring year-over-year within specific business cycles (e.g. start-up), please follow the directions below for Tier II.

CPT Tier II - Cover Page and Parts 1 & 2 only

- Casual part-time support staff work that is term certain but that will be for a duration of more than one academic semester up to four academic semesters (more than 4 months up to 16 months).

RPT only - Cover Page and Parts 1, 2 & 3

- Regular part-time (RPT) support staff work that is required as part of ongoing operational needs and is considered to be long-term/permanent in nature.

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POSITION DESCRIPTION FORM (PDF)

Regular Part-time Support Staff

Position Title: SSM IT Analyst

Position Number: PT0203 **Pay Band:** 10

Reports To: Director, Workforce Development

Appointment Type: Other-details at right. "Other" Hours Details

Scheduled Weekly Hours (maximum 24 hours per week): 20 hours

PDF Completed By (Manager Name): Shanthi Rajaratnam

Effective Date: July 24, 2020 **Last Revision:** [Click here to enter text.](#)

SIGNATURES

Incumbent: _____ **Date:** _____

(indicates incumbent has read and understood the Position Description Form details)

Supervisor: _____ **Date:** _____

(indicates the supervisor has authorized and assigned the duties & responsibilities in the PDF)

NOTE: Please return the original PDF to HR Operations (Michelle Bozec) as soon as it has been signed. Thank you.

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PART ONE:

POSITION SUMMARY

The SSM is responsible for delivering employment services that is integrated, people focused, and outcomes driven and will do this through a network of contracted service providers. This role supports the implementation of tools and technology solutions to support the services provided by the SSM.

Under the direction of the Director, Workforce Development, the incumbent provides business analysis and solutions in the development, maintenance and enhancement of all system processes for the SSM and related business functionality supported the Employment Service network. The incumbent works with SSM end-users and other system end-users, Information Technology staff, vendor representatives and relevant College leaders to gather functional information and translate that information into detailed business requirements, functional specifications, test plans, end-user training materials, and procedural documentation.

The incumbent provides rapid response technical support to the SSM staff and network end-users. In addition the incumbent provides general hardware, software, and network connection troubleshooting for a wide variety of devices including, PCs, printers, and mobile devices.

KEY DUTIES & RESPONSIBILITIES

Indicate as clearly as possible the significant duties and responsibilities associated with the position. Indicate the approximate percentage of time for each duty. Keep sentences short, simple and to the point. *TIP: Describe major clusters of functional work rather than detailed individual work routines and procedures.* Do not use allocations of less than 5%.

	Summary Details	Percentage %
1	<ul style="list-style-type: none">Implements digital tools identified by the SSM as critical to the success of the program which may include programming, hosting, custom configurations, and ensuring system requirements are met.	50%
2	<ul style="list-style-type: none">Liaises with the College IT department and IT personnel at partner organizations to understand specifications and how systems may integrate with each other, and create action plans accordingly.	25%
3	<ul style="list-style-type: none">Provides end user functional and technical support on demand. Deliver training to drive adoption and continuous improvement of work flow processes.	15%
4	<ul style="list-style-type: none">Sources and recommends technical solutions to solve identified business needs.	10%
6	Other Duties As Assigned <i>(do not amend this section)</i>	5%

To calculate the relative percentage of time allocated to each cluster of key duties & responsibilities, remember to consider the total amount of hours this part-time position will normally work in a year.

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For example:

An RPT position which normally works 24 hours per week for 10 months of the year would have approximately 960 annual hours (24 hrs/wk x 4 wks/month x 10 months). If this position is estimated to spend 5 hours per week completing a cluster of work associated with organizing and maintaining business files, you would allocate 20% to this function calculated as (5 hrs/wk x 4 wks/month x 10 months) divided by 960.

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PART TWO:

TRAINING & TECHNICAL SKILLS

Indicate the minimum level of independent studies, formal education, internal and/or external training programs including professional and technical or apprenticeship courses necessary to fulfill the requirements of this position.

Formal Education Requirements:

Completion of a three (3) year college diploma or, three (3) university degree.

Field(s) of Study:

Information Technology diploma or Computer Science degree, with an emphasis in systems analysis and systems design.

Other Vocational Certifications and/or Apprenticeships:

[Click here to enter text.](#)

EXPERIENCE

Specify the minimum number of months and/or years of practical experience in any related work necessary to fulfill the requirements of this position.

Practical Work Experience:

More than three years up to five years.

Additional Skills & Abilities:

- Strong interpersonal, communication and conflict resolution skills are important as the incumbent deals with the public on a daily basis; as well as with outside contractors and vendors.
- Required knowledge and experience based on the fundamentals of hardware and application software support in an environment or equivalent field.
- Knowledge and understanding of computer/Audio Visual hardware, peripheral and software applications;
- Current knowledge of various platform specific operating systems and out-of-the-box software;
- Good organizational and time management. Ability to work independently, establishing priorities and goals;
- Ability to communicate both verbally and written with support staff and external end-users at their level of computer literacy;

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- Ability to logically analyse problems, research and devise solutions. Understand and investigate problems, applying fundamental principles where needed for resolution;
- Knowledge of mobile devices, smart phones, tablets configuration and usage;
- Understanding of Microsoft Active Directory OU, Policies and Groups, Virtual Desktop and Application virtualization.
- Ability to organize, administer and provide technical management throughout an application/system complete life cycle. This includes analyzing and documenting software requirements, performing functional decomposition, analyzing software design & architecture, understand and assist with any software development/customizations, implementation and testing, user roll-out & training, and on-going support.
- Technical understanding of techniques used to integrate various disparate system: e.g. ETL, APIs.

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PART THREE:

COMPLEXITY

Describe the amount and **nature of analysis, problem-solving** and **reasoning** required to perform the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

System Integration analysis and leveraging the best technology solutions.

Identify the potential for the integration of multiple technology platforms, while considering Ministry system capabilities, business needs, and the end user experience and make recommendations to the SSM Director. Identify areas of risk, system capabilities, and cost.

Example #2

Purchase of new case management application

Identify business needs and customize the configuration of a new application. Provide end user support.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

Is the work considered to be routine/non-routine?

Non-routine.

How would you describe the complexity of the work?

All duties are varied and complex.

Describe the business processes used by the position.

Processes are specialized.

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JUDGMENT

Describe the degree of independent judgment and problem-solving required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Make recommendations for technical solutions.

Conduct a needs assessment of the business requirements and researches possible solutions. Makes solution recommendations that are cost effective and maximize productivity.

Example #2

Purchasing a referral tool from a partner

We identified a tool to purchase from a partner. Incumbent will determine how to transfer hosting of the tool to Fleming, how to configure tool to incorporate improvements, and how it is accessed by external users.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

The work duties typically require:

Interpretation of complex data or refinement of work methods.

In determining a solution for problems, the incumbent has discretion to:

Modify/refine existing methods and options.

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MOTOR SKILLS

Describe the aspects of the position that require fine motor movements (delicate, intricate or precise) related to the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position Answer the questions listed below in the Key Considerations section.

Example #1

Personal computing (typing; mousing)
Advanced and accurate technical computer skills.

Example #2

Description

Key Considerations:

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

When considering ‘speed’ of fine motor movements for this position:
Speed is not a consideration.

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Personal computing and mousing	100

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PHYSICAL DEMAND

Describe the degree of **physical demand** required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the type and duration of physical effort, the frequency, the strain from rapid and repetitive fine muscle movements or the use of larger muscle groups, lack of flexibility of movement, etc.

Example #1

Sitting at a computer
Incumbent is required to using a computer and mouse on a regular basis. This involves prolonged sitting at computer station in front of a computer screen.

Example #2

Talking on the phone
Incumbent required to participate in SSM calls, Ministry calls, or calls with service provider end-users to understand broader system implications. Calls can be lengthy.

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Sitting at a computer	80
Talking on the phone	20

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SENSORY DEMAND

Describe the degree of **sensory demand** required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the level/degree of concentration (visual, auditory, tactile, etc.). Answer the questions listed below in the Key Considerations section.

Example #1

Programming and technical work
Focused concentration to ensure accuracy in complex technical work.

Example #2

Balancing multiple priorities
Incumbent may be working to a deadline on a project and be interrupted by a user with an urgent system issue that needs to be resolved.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

How would you describe the requirement for attention to detail in this position?

Frequent/Regular

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Programming and technical work	100
Balancing multiple priorities	100

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STRAIN FROM WORK PRESSURES / DEMANDS / DEADLINES

Describe the degree of **work pressures** involved in performing the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the deadlines, interruptions, distractions, multiple or conflicting demands/workloads and dealing with people in difficult situations. Answer the questions listed below in the Key Considerations section.

Example #1

Technology solution has to be implemented by a specific date
There will often be multiple priorities that need to be balanced. Interruptions will come from other partners and stakeholders and new emerging needs of the business.

Example #2

Task / Activity
Description

Key Considerations:

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

How would you describe the workflow demands this position typically faces?
Deadlines are tight OR may periodically change or conflict.

How would you describe the existence of critical deadlines in this role?
Frequent critical deadlines.

How would you describe the level of interruptions this position faces?
Interruptions occur regularly but tend to be predictable.

Indicate the predictability of the strain and percentage of time required in each task discussed above.

Task	% of Time	Predictability*
Technology solution has to be implemented by a specific date	100	TP (Tends to be Predictable)
		Choose an item.

INDEPENDENT ACTION

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Describe the degree of **independent action** and **autonomy** required to perform the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Time Management
Will be given direction and then must independently manage time & meeting of deadlines. Work is performed as deemed appropriate by the incumbent to meet critical problems. Occasionally, verbal or written requests for specific projects are given by the supervisor. No instruction are otherwise required as work is accomplished using the incumbent's judgment and expertise. The incumbent uses their own initiative to perform day-to-day work, receiving general objectives and broad guidelines due to the varying situations and problems that may be encountered. The incumbent works independently and receives specific assignments from the supervisor on new tasks or special projects required.

Example #2

Resolving software functionality issues
Incumbent must identify the issue and determine the appropriate action to resolve the issue. In many cases there are multiple ways to resolve an issue so the incumbent must determine what is the best solution based on their knowledge, procedures or other documentation.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

What type of instruction is typically given to the incumbent?

Uses procedures and past practices but may adapt them, as required.

What degree of supervision is typically provided to the incumbent?

Most work is completed independently; supervisory input provided upon request.

How is the work typically checked and verified?

Output is reviewed by exception only.

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How frequently is the work checked?
 Reviewed upon project completion only.

Describe duties which are the incumbent’s responsibility where independent action requires initiative and/or creativity and indicate how often the duties occur. Identify the typical situations or problems that are normally referred to the Manager for solution.

- Changes to project scope, budget and or timelines.
- Staffing/ resources issues related to project planning and deadlines.
- An aspect of the project deliverable impacts an external stakeholder

COMMUNICATIONS / CONTACTS

Describe the nature of contact and purpose involved in communicating information (i.e. to provide advice, explanation, to negotiate, or influence others to reach agreement, etc.), and the confidentiality of the information provided. Answer the questions listed below in the Key Considerations section.

Nature of Contact (Who)	Purpose of Contact (What)	Frequency
Manager	Identify deliverables and communicate proposed courses of action. Keep updated on progress. Flag areas of concern.	Weekly
Team Members	Gather information. Train.	Weekly
External end users	Gather information. Train. Provide support.	Monthly
MLTSD	Offer feedback and suggestions. Share information.	Monthly
		Choose an item.
		Choose an item.

Key Considerations:

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

Communications in this position are typically engaged for the purpose of:
 Providing resolution of complex problems; may need to influence/sway others opinions.

What type of involvement does this position have with confidential information?
 Regular involvement with significant disclosure implications.

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RESPONSIBILITY FOR DECISIONS AND ACTIONS

Describe the type of **responsibility** that exists for the **decisions** and **actions** related to the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Work is geared towards public stakeholder audience

Systems developed are for use by the public, or service providers under contract with Fleming. Therefore there is a responsibility to ensure the reputation of the College is upheld, and service standards of response time are adhered to.

Example #2

Systems or tools contain personal information

Must meet confidentiality and privacy obligations of SSM, and proactively ensure any enhancements meet these standards, flagging when there could be implications.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

How errors are typically detected for work completed by this position?

Errors detected after-the-fact.

What is the typical scope of impact to the organization for errors in this position?

Results in some workflow disruption, duplication and/or wasted resources.

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WORK ENVIRONMENT

Describe the physical environment that the incumbent works in. Consideration should be given to:

- The probability or likelihood of exposure to disagreeable/hazardous elements.
- The nature of the disagreeable/hazardous element
- Length of exposure while on the job
- Travel

Complete the chart below. Answer the questions in the Key Considerations section.

Environment	% of Time
Professional office environment Yes	100
Outdoor work; seasonal conditions No	
Other (please specify)	
Other (please specify)	

Key Considerations:

With respect to the nature of disagreeable/hazardous elements this position is in contact with, would you describe them as:

Choose an item.

With regard to the disagreeable/hazardous elements referenced above, how often does the position encounter them?

Choose an item.

If this position is required to engage in business related travel, what is the frequency of the travel?
Infrequent (less than 10% of their time in transit)

SUPPLEMENTAL DATA

Provide any additional information which will serve to further enhance understanding of the position.

[Click here](#) to enter text.