Position Description Form (PDF)
Temporary Replacement

College: Sir Sandford Fleming

Incumbent's Name:

Position Title: **Technical Business Analyst (II) -**   Payband: J
                   Human Resources

Position Code/Number (if applicable): S00586

Scheduled No. of Hours: 37.5   per week

Appointment Type: X 12 months   □ Less than 12 months (please specify # months: _____)

Supervisor's Name and Title: Ilona Smith, Director, Employee Success/Organizational Development

Completed by   Date: March 2007
                                                         Last Revision: June 2018

Signatures:

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

Supervisor: 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 fo 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 representation 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.

Under the direction of the Manager, Payroll and HRIS Operations, the incumbent provides business analysis and solutions in the development, maintenance and enhancement of all system processes for the Human Resources/Payroll (HRP) system and related business functionality (e.g. bolt-on applications; third-party software) within the Human Resources Department. The incumbent works with HRP 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.

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 time annually*
1. Functional Team Leader In consultation with Management, determines the feasibility of requests, recommends changes/enhancements of business processes and/or system configuration to fit requirements of the Human Resources/Payroll system. Coordinates and defines work requests for the Human Resources Department so that it can be appropriately prioritized, resourced, and scheduled. Tracks specific work efforts through a project plan and/or logged issues. Assigns tasks to work group and monitors progress for status reporting. Researches product capabilities and alternate system configurations.	25%
2. HR Reporting / Report Generation / Query Maintenance Works collaboratively with local IT to administer Reporting and Query tools, ensuring the integrity and availability of HR data for HR staff. Responds to requests from the HR Department for complex reporting needs. Logs and prioritizes incoming requests ensuring reports are developed with a 'self-service' format and deployed back to the requestor with documentation as appropriate. Develops a portfolio of reports to provide payroll, HR and management information for centralized and decentralized needs. Organizes and maintains deployed reports in a central, electronic portfolio. Moves large amounts of data between various software applications used within the HR Department.	30%
3. Operational Support for Human Resources/Payroll System Maintains an awareness of HR business cycles, operational payroll cycles and related to legislated processes (e.g. T4 production) within the College and ensures that the human resources/payroll system is tested and available in time to provide excellent customer service to employees and various external stakeholders (e.g. CCRA; College Employer Council). This requires an awareness of system interdependencies so that a business practice change in one area does not cause service problems elsewhere. Support includes continual education of users about updates to and status of the human resources/payroll system which they depend on for day-to-day operating. In consultation with management, exceptions to normal processes must be resolved quickly through effective trouble-shooting, good communication to affected users, adequate contingency plans, and timely follow up analysis leading to continuous improvements to the level of service provided.	20%
4. Strategic College-Wide Projects Provides functional assistance to the President's Office in the area of reporting needs. Works collaboratively with other areas of the College to implement system changes or reports that benefit areas of the College outside of HR (e.g. the "HR Data Suite").	10%
5. Provision of Formal Internal Training As the Super User in HR, the incumbent designs and delivers all basic training for the human resources/payroll system, and related HR systems (ROE Web, MAPS academic planning system, Applicant Tracking system etc) and provides functional guidance to HR staff in their day-to-day use of product suites.	5%
6. Security Roles and Maintenance In consultation with the Manager, Payroll and HRIS Operations, this role operationally ensures that all users of the human resources/payroll system have appropriate user profiles and security accesses.	5%
7. Other related duties as assigned	5%

* 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   ☐ 1 year certificate   ☐ 2 year diploma

☐ Trade certification   X 3 year diploma / degree   ☐ 4 year degree or 3 year diploma / degree plus professional certification

☐ Post graduate degree (e.g. Masters) or 4 years degree plus professional certification

☐ Doctoral degree

Field(s) of Study:

> Computer Technologist diploma or Computer Science degree, with an emphasis in systems analysis, systems design, and the management of relational databases.

B. Check the box that best describes the requirement for 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 requirement 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

X Additional requirements obtained by course(s) of a total between 101 and 520 hours

Advanced Excel

Crystal Reports, or other similar reporting product

Structured Query Language (SQL)

☐ Additional requirements obtained by course(s) of a total 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 year 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 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

X Minimum of five (5) years	Technology • Database reporting tools, advanced user-level knowledge of RDBMS, working with multiple systems and points of integration • Expert-level knowledge of spreadsheets, databases and project planning tools • Previous functional experience with Enterprise Resource Planning (ERP)/RDBMS products Project Management • Previous project management experience • Evaluating client needs, time estimates, setting tasks, determining priorities, tracking progress toward completion • Previous experience assigning/allocating tasks to other project team members Application Development • Previous experience defining functional requirements and identifying functional conflicts between systems during the development or integration of new business processes • User acceptance testing End-User Support • Ability to communicate effectively with technical/non-technical users for the purposes of knowledge transfer, troubleshooting, and requirements gathering • Proven experience with troubleshooting principles, methodologies and issue resolution techniques • Development of procedural documentation/end-user reference materials Training / Presentations • Experience in delivering presentations • Development of business, functional and/or technical materials for presentation and training purposes General • Experience working independently in a customer-service focused team within a fast-paced business environment featuring critical deadlines, multiple projects and competing priorities
□ Minimum of eight (8) years	

FINAL: July 19, 2017

3. Analysis and Problem Solving

This section relates to the application of analysis and judgement 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 judgement 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.	Implementation of new ERP functionality(e.g. a new module) for the Human Resources/Payroll system.
How is it identified?	During a scoping phase, the incumbent would evaluate the client needs, determine time estimates and recommend for priority setting. The determined project would be researched functional and technical feasibility as well as business process fit by the incumbent. Based on a documented approach recommended by the incumbent, would be approved and prioritized through the EOLT task group
Is further investigation required to define the situation and/or problem? If so, describe.	The incumbent would conduct all research related to the new module, document in a detailed project plan all work both functional and technical and would identify any products or resources (software/hardware and staff resources) required to complete the implementation.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Incumbent would coordinate meetings, set tasks, determine priorities, align resources (IT and other divisions) and track progress towards completion during the project.. Complete test planning and execution would be completed by the incumbent and any risks to current operational systems would be clearly evaluated, analysed and mitigated. Functional business process changes impacts, when identified, would be the responsibility of the incumbent to coordinate the communication plan and facilitate the change implementation.
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	Documentation, user blogs and other resources are generally available for package solutions through the Oracle and HEUG user portals, User Training. Training from the vendor if available would be at a significant cost and containment of costs would be a factor in the project success

3. Analysis and Problem Solving

#2 regular & recurring

Key issue or problem encountered	Research, analysis and management of a new, non-ERP, development item to support an operational and/or strategic initiative related to the Human Resources Department. (e.g. HR Data Suite)
How is it identified?	Request for a report on average full time and part time faculty workload and student contact actual hours is requested by the college president.
Is further investigation required to define the situation and/or problem? If so, describe.	Data compiled for this report is unfamiliar to the incumbent, so research is required to understand the data context. As well a report prototype is developed to determine full scope of the project as details are not known.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Prototype is created by the incumbent using actual data, however is a one time report. It is discovered during the scoping prototype phase that the data requested is not currently available in an accurate and sustainable way due to the data structure. Design of data matching, functionality changes and custom programming is completed as part of the reporting solution Metrics and calculations are created and agreed to by the stakeholders in the academic, HR and finance areas in preparation for the report. The project is managed and completed with the incumbent as the lead. A sustainable and directly delivered report was designed by the incumbent.
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	Some knowledge is available from the Academic Operations staff and Student System Administrator. No documentation is available.

#3 regular & recurring

Key issue or problem encountered	Human Resources/Payroll system functionality enquiry or operational problem that must be responded to by the Analyst in order to provide recommendations to Management, Users, and IT Application Developers for an appropriate solution.
How is it identified?	Benefits administrator has notified the incumbent that the Partial Load Sick credit balance must be reported for the financial statements on an annual basis.

Is further investigation required to define the situation and/or problem? If so, describe.	Requirements for the incumbent understand the partial load sick entitlement rules in he Collective Agreement. This data must be compiled for many years and is not contained in a single system. The incumbent must create a sustainable solution to report this information annually
Explain the analysis used to determine a solution(s) for the situation and/or problem.	The sustainable solution developed by the incumbent includes a Peoplesoft View which is designed, and documented and sent to the IT staff for execution. This view contains the required break in service calculation which is not possible using a simple peoplesoft query. With this view, the incumbent can complete the report.
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	Collective agreement

3. Analysis and Problem Solving

#1 occasional

Key issue or problem encountered	Vendor Software Upgrade/Bundle Installation. Incumbent reviews ERP and related HRP patch documentation to determine scope of the upgrade. Incumbent must consider existing Fleming modifications and impacts on all integration points for the HRP with other College systems.
How is it identified?	Upgrades are a required process regularly for tax changes and software maintenance.
Is further investigation required to define the situation and/or problem? If so, describe.	The investigation into the impacts of the tax or functionality changes is the complete responsibility of the incumbent. Any impacts on current processes, new functions to improve current processing are identified by the incumbent, documented, tested and communicated to the end users. Any technical impacts are determined by the incumbent and document clearly in the ITS tracking system to ensure resources are assigned to complete the tasks within a timeline established by the incumbent.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Thorough research, test planning and execution, functional documentation and planning is required to ensure continuity of payroll and risk mitigation of mission critical business. The incumbent is responsible for the all work to ensure the success of this project and works closely with ITS to direct the project.

What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	Peoplesoft release notes, Oracle support

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.

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

	#1 regular & recurring
List the project and the role of the incumbent in this activity.	Develops, coordinates and maintains detailed project plan for implementation of new modules and related functionality. Monitors project status and any issues resolution, as needed. Allocates work to the project team.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Ability to define functional requirements and identify functional conflicts between systems during the development or integration of new business processes
	Evaluating of client needs, time estimates, setting tasks, determining priorities, tracking progress toward completion
	Maintaining detailed functional and technical project plan and assigning/allocating tasks to other project team members.
	Application Development, User acceptance testing
	Ability to communicate effectively with technical/non-technical users for the purposes of knowledge transfer, troubleshooting, and requirements gathering
	Knowledge and experience in troubleshooting principles, methodologies and issue resolution techniques
List the types of resources required to complete this task, project or activity.	Technical documentation on various interrelated systems, including Oracle/Peoplesoft, ITS resources to install the software to the Oracle/or other system, extract logs and other system level components which the incumbent would use to continue the troubleshooting of an issue.
How is/are deadline(s) determined?	Incumbent is responsible for determining recommended schedule based on operational and business priorities and deadlines.

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.	Incumbent is responsible to determining project tasks and critical milestones. Impact on others work (HR/payroll and AO) as well as determining IT tasks are documented in the project plan and logged in the ticket system as needed. Comprehensive acceptance testing and troubleshooting through to resolution are the responsibility of the incumbent.
	For example, if the contract payroll custom load does not produce the correct result, the incumbent would research the exact reason for the error, would request set of code from the ITS staff and would run through error logs to identify what the conflict may be with the custom load. Fix to custom program would be determined (down to code line potentially) and documented by incumbent for execution by ITS. Testing of fix then completed by incumbent through to resolution.
	Another example, would be if the delivered payroll calc did not run for the full employee set, the incumbent would request that "logging" be turned on by ITS, and after the test run would ask for the log report to be made available. This report would be analysed by the incumbent to determine where the calc failed in order to indentify which employee caused the calc to stop. Deeper analysis into the particular employee setup would be conducted by the incumbent to indentify problem. The incumbent may need to log issue with Oracle and work with their technical support if problem not resolved. If new code/patch was required, incumbent would coordinate the retrieval, installation and testing with ITS through to resolution.

4. Planning/Coordinating

#2 regular & recurring

List the project and the role of the incumbent in this activity.	Incumbent has the lead coordination for receiving and tracking functionality issues arising from the production use of the HRP system.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Ability to define functional requirements and identify functional conflicts between systems. Knowledge and experience in troubleshooting principles, methodologies and issue resolution techniques
	Evaluating of client needs, time estimates, setting tasks, determining priorities, tracking progress toward completion
	Application Development, User acceptance testing
	Ability to communicate effectively with technical/non-technical users for the purposes of knowledge transfer, troubleshooting, and requirements gathering
List the types of resources required to complete this task, project or activity.	Peoplesoft/Oracle peoplebooks, online resources from Oracle, HEUG
How is/are deadline(s) determined?	Incumbent would be responsible to determine business process impact (Ie payroll cycle) and would make decisions based on any critical business deadline risk. Supervisor would be consulted if overtime or major priority realignment needed.
Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.	Incumbent would conduct research and determine recommended approach to the resolution. She would consult with end users to determine impact on HR business. She would consult with ITS though the ticket system as required if logs or installation of software needed to resolve the issue. Deadlines for all of these tasks would be determined by the incumbent. Only, if critical milestone in the resolution or escalation needed, the incumbent would discuss this with supervisor.

4. Planning/Coordinating

#1 occasional

List the project and the role of the incumbent in this activity.	Prepares and delivers training presentations and documentation to support implementations of additional functionality to HRP and other related end-users.

What are the organizational and/or project management skills needed to bring together and integrate this activity?	Ability to develop business, functional and/or technical training materials for presentation and training purposes.
	The ability to communicate effectively with technical/non-technical users for the purposes of knowledge transfer.
	Understanding and ability to communicate functional new business processes to end users
	Ability to effectively manage change even in the case of end user resistance.
List the types of resources required to complete this task, project or activity.	Peoplesoft/Oracle peoplebooks, online resources from Oracle, HEUG
How is/are deadline(s) determined?	Deadlines are determined by incumbent based on departmental, and interdepartmental critical business needs and cycles
Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.	Incumbent plans and executes the training and would make changes as necessary based on end user feedback. Incumbent works independently to determine impacts on others.

5.   Guiding/Advising Others

This section describes the **assigned responsibility** of the position to guide or advise others (e.g. other employees, students). Focus on the actions taken (rather than the communication skills) that directly assist others in the performance of their work or 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 others. The incumbent may be required to explain procedures to other employees or students.	
X	☐	There is a need for the incumbent to demonstrate correct processes/ procedures to others so that they can complete specific tasks.	Functional lead for the HRP system. Daily requirements for the incumbent to explain/demonstrate how to process transactions/enter data. First point of contact for processing errors.

X	☐	The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities	Assists user department by designing system procedures. Must analyze system functionality and recommend the best course of action for others. Coordinates the efforts of the functional work group, monitoring tasks and ensuring project stays on schedule.
☐	☐	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.	
☐	X	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.	Within the role of project management, the incumbent is responsible for assigning tasks, monitoring progress and ensuring completion within prescribed timeframes.

6. Independence of Action

Please illustrate the type of independence or autonomy exercised in the 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)
Timelines established in keeping with key system processes and initiatives and as required to meet the deadlines established in the HR/payroll annual planning cycle.	

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 guidelines via HR Department management. - Industry trends and standards must be interpreted and carefully applied locally (College; HR Department) - Past practices - Other educational institutions - Higher Education Users Group (HEUG) - ERP Vendor resources (e.g. Peoplebooks) - Canada Customs & Revenue Agency	

How is work reviewed or verified (eg. Feedback from others, work processes, Supervisor)?	
Regular and Recurring	Occasional (if none, please strike out this section)
Meetings with user groups and internal project groups. Supervisor reviews work by exception. Supervisor reviews overall outcomes at time of project completion. The system (in production) is also self-checked on a regular basis and the essential criterion of success is whether or not system development meets the articulated user needs. Projects delivered on-time, within budget.	

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)
Functionality or business process needs that impact other integration points in the College system.	

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)

Significant functional issues/problems. Changes to project scope/budget/timelines. Staffing/resource issues related to project planning and deadlines. Decisions related to appropriate business/audit controls. Decisions related to assignment of user profiles/security access for the HRP.	

Describe the type of decisions that would be decided by the incumbent.	
Regular and Recurring	Occasional (if none, please strike out this section)
Development of data analysis tools, reporting mechanisms as required for business and functional needs. Issues escalation to IT Department or to ERP vendor directly. Determines the most appropriate solutions to recommend to decision-makers to address an identified business/functional need. Determines components of functional test plans. Establishes metrics regarding project outcomes.	

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 the 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 fulfil 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 a functional area regarding a system issue.	Incumbent investigates to identify true nature of the issue. Examine process, data and other system elements and impacts of the issue. Recommend solutions (e.g. data fix)	HR/other end-users; ITS; AO; Finance; FTS	D

New business need identified.	Consultation with user department to detail functional requirements. Research and assess solutions (e.g. reconfiguration; new module; custom development). Impacts to other areas must be considered.	VP-HR/President; HR functional staff; ITS; AO; Finance; FTS	M
Request from a functional area regarding a custom reporting requirement.	Responds to presenting needs and looks beyond those to appropriately customize reporting over the entire business cycle. Designs & configures reports and queries to meet functional needs.	VP-HR/President; HR functional staff.	W
System configuration and acceptance testing.	Engages rigorous functional and acceptance testing to ensure the integrity of business process & data. Documents as appropriate.	HR functional staff; ITS; Finance; AO	M
Review/analysis of vendor supplied bundle/patch upgrade list re: installation decisions.	Reviews vendor supplied documentation to determine if/when the fixes get applied. Must be reviewed for impact on Fleming system modifications, queries, etc.	ITS; HR functional staff; Finance	I

*   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	Networking at conferences or with product user-groups.	Peers at other institutions.	I

Explanation and interpretation of information or ideas	Directions and instructions regarding technical aspects, project priorities, deadlines, and acceptable standards.	HR end-users; ITS; Management.	D
	Project status reporting; consultations.	End-users; project teams; ITS; Mgmt	W
	General technical, functional or product related clarifications.	Vendor support; HEUG;	M
Imparting technical information and advice	Discussions regarding specific functionality of the HRP system. Discussions with end-users on possible changes to the system, procedural use of the system, and/or system trouble-shooting.	HR management; ITS; other Analysts; end-users	D
	Implementation of new systems may involve changes to business process which must be explained to various stakeholders.	Dept managers; departmental end-users	M
	Imparting functional or procedural clarifications or facilitating informal learning opportunities.	End-users	D
Instructing or training	Development and delivery of formal systems training sessions in a classroom or workshop setting. E.g. (module launch)	End-users of all technical levels.	I
Obtaining cooperation or consent			
Negotiating			

*   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, 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 desk / computer	D				X		
Personal computing (typing; mousing)	D				X		

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

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 or 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 a task and the duration of the task, including breaks (eg. up to 2 hours 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 (eg. 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 mins	Long up to 2 hrs	Extended > 2 hrs
Focused listening to business needs while synthesizing information to develop business solutions.	W			X
Can concentration or focus be maintained throughout the duration of the activity? If not, why? □ Usually X No – Incumbent is the primary contact for troubleshooting system failures. When engaged in systems development discussions during peak times, the conversation is often interrupted by direct inquiries for current, urgent system problems.				

Activity #2	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
During functional design, the incumbent needs to consider and test implications of different designs. Critical decisions are made during the design phase that impact users at later stages of the component development.	D/W			X
Can concentration or focus be maintained throughout the duration of the activity? If not, why? X Usually □ No				

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

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)*
X acceptable working conditions (minimal exposure to the conditions listed below)		D
□ 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 extreme weather conditions		
□ exposure to very high or low temperatures (e.g. freezers)		
□ handling hazardous substances		
□ smelly, dirty or noisy environment		
□ travel		
□ working in isolated or crowded situations		
□ other (explain)		

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