

## Position Description Form (PDF)

College: Sir Sandford Fleming

Incumbent's Name:

Position Title: Senior Enterprise Web Applications Analyst      Pay band: L

Position Code/Number (if applicable): S00202

Scheduled No. of Hours 37.5

Appointment Type:  12 months  less than 12 months

Supervisor's Name and Title: Director, Applications and Information Management

Completed by:

PDF Date: May 26, 2023

**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 for 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.

Lead the work group's support for the College's use of Information Application Services utilizing Agile methodologies, including but not limited to Oracle/PeopleSoft's Enterprise Resource Planning (ERP) software by coordinating communications (primarily work requests, status updates and meeting correspondence) between the client departments college-wide and the IT division with the purpose of prioritizing assigned tasks, challenging, and clarifying requirements and performing initial analysis and assessment. Administer the College Enterprise Portal including design, development, support and analysis. Source, develop and support contribution tools deployed to content owners across the entire College community. Manage and maintain information provided by contributors throughout the College. Act as single point of contact for our portal vendor and the external third parties with content provided on or through the college portal. Plan, coordinate and manage regular maintenance windows for portal vendor software updates with input/consideration for all operational areas of the College. Research industry trends and anticipate short- and long-term future College requirements. Integrate using delivered services and/or responsible for analysis, design, development and implement core services as associated to College's ERP system. Anticipate and research any security needs and provide direction for portal applications in conjunction with ERP and any third-party systems as needed. Support the client departments by gaining understanding of their business processes and system requirements through consultation.

## 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* |
|--|---------------------------------|
| <p><b>Analysis, design, development and support</b></p> <ul style="list-style-type: none"> <li>Analysis, design, develop, implement and support integrated applications with ERP and related systems. Actively participates in the assignment of sprint and incident tasks and closely monitors their execution.</li> <li>Conducts weekly evaluations of completed work against sprint goals and project timelines, while ensuring deliverable quality.</li> <li>Actively communicates with the team to address challenges and strategize for upcoming sprints, ensuring consistent progress and adherence to Agile methodologies.</li> <li>Oversee and refine Agile processes within the team, serving as Scrum Master or participating member to monitor and report on sprint progress, resolve impediments, and continuously improve team dynamics and workflow efficiency.</li> <li>Provide advice and guidance on web development best practices and implementations. Mentor and support the development team in adopting the latest web technologies, ensuring robust, scalable, and innovative solutions in line with the strategic objectives of the College's web and portal services. Designs, implements, and supports portal navigation systems delivering news publications, staff and student communications and announcements.</li> <li>Responsible for integration of new technologies into the portal.</li> <li>Responsible for developing new functionality for students, staff and faculty such as portlets, dashboards, mobile applications, etc.</li> <li>Responsible for deploying new services and modules through the portal.</li> <li>Responsible for graphic design, branding and presentation aspects of the Enterprise portal and ERP portal.</li> <li>Responsible for the integration of static and dynamic Fleming online resources.</li> <li>Responsible for the co-ordination of third party and intranet content.</li> <li>Generate and analyse portal usage reports and statistics.</li> </ul> | 50%                             |

## Support Staff PDF

|   |     |
|---|-----|
| <p><b>Client support</b></p> <ul style="list-style-type: none"><li>• Research industry trends and anticipate short and long term future needs of the college community.</li><li>• Advocate for Agile best practices in client interactions, ensuring client requirements are effectively translated into actionable tasks for the development team.</li><li>• Act as primary point of contact for portal vendor and third party companies that have content provided on or through the college portal.</li><li>• Prepare and make available online guides and resources in support of effective portal use for Students, Staff, and Faculty.</li><li>• Act as the liaison with marketing on linkages and corporate design considerations.</li><li>• Through the frequent use of focus groups with Students, Staff and Faculty to ensure the portal continues to evolve to meet the changing needs of the college community.</li><li>• To manage and maintain information provided by contributors throughout the college and ensure that they meet accessibility standards (WCAG 2 Level AA).</li><li>• Develop and deliver training, instructions or help text for users of departmental websites.</li></ul> | 35% |
| <p><b>ITS Web and Portal Administrator</b></p> <ul style="list-style-type: none"><li>• Designs, implements and supports ITS content for web, portal, and related online ITS profiles.</li><li>• Regularly incorporate feedback from users and stakeholders into the development cycle, using Agile methodologies to quickly adapt and improve the portal's features and usability.</li><li>• Ensures information regarding ITS services and processes are well documented and distributed to clients inside and outside the College.</li></ul>  | 10% |
| <p>Other projects and related duties as assigned</p>  | 5%  |

## Support Staff PDF

---

|   |                     |                     |
|---|---------------------|---------------------|
| * To help you estimate approximate percentages: |                     |                     |
| ½ hour a day is 7%                              | 1 hour a day is 14% | 1 hour a week is 3% |
| ½ day a week is 10%                             | ½ day a month is 2% | 1 day a month is 4% |
| 1 week a year is 2%                             |                     |                     |

### 1. Education

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

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

Field(s) of Study:

Computer Programmer/Analyst, Computer Science/Studies.

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

Specific instruction in web development including use of CSS, use of scripting language (preferably JavaScript), database access (preferably SQL Server, Oracle or MySQL)

- 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
- Minimum of five (5) years

## Support Staff PDF

|  |  |
|--|--|
| <input checked="" type="checkbox"/> Minimum of eight (8) years | <p>Working with W3C web standards to produce dynamic web pages (XHTML, CSS, PHP, Java, PeopleTools, JavaScript etc.) Common understanding of JavaScript libraries such as jQuery.</p> <p>Experience prioritizing, organizing own work in an independent and team-based environment.</p> <p>Plan, coordinate and monitor activities of assigned projects to develop and implement procedures, processes and systems. Oversee schedules and risk management plans and provide serious deviation warnings hindering project results. Working with clients to evaluate needs, consider time estimates, set task priorities, track progress through implementation, and ensure client departments original needs are met before deeming a project complete.</p> <p>Experience developing 3-tier applications (database, application, web).</p> <p>Experience managing and deploying integrated hardware/software system projects in a secure operating production environment.</p> <p>Experience with databases (MySQL, Oracle), and graphics applications such as Photoshop, Gimp, etc.</p> <p>Experience incorporating WCAG 2 A/AA web accessibility standards into web page design and functionality.</p> <p>Experience managing Web Server application such as Apache Tomcat.</p> <p>Experience with Secured Shell (SSH) for server management.</p> <p>Experience implementing Single Sign on methods in to various application types.</p> <p>Developing and delivering technical training related to web content delivery and excellent customer service skills</p> <p>Experience in ERP systems, web services, PeopleSoft portal.</p> |
|--|--|

### 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.

##### Development / Troubleshooting Single Sign On (SSO) Issues

SSO is an important part of our intranet infrastructure, accounting for more than 200,000 authentication requests per week saving students, staff, faculty and admin from being prompted for their credentials when passing through to our Learning Management System, Webmail, ERP and more. SSO helps ensure that our various applications don't require different credentials based on the system and reduces authentication fatigue. It would be far too cumbersome for users to re-authenticate each time they load an application through the portal.

SSO problems are reported by all members of the College community with the service desk or directly to the incumbent via feedback forms. All SSO issues presented are unique with very little to no symptoms reported.

Issues are reported based on users clicking on a link in the portal to a third-party application such as the Learning Management System and are presented with a 'Not authorized' message on the destination site.

How is it identified?

Most of the time, issues are identified by community member complaints, though the incumbent may identify issues when performing regular tests or while developing a new SSO application.

College community members may report SSO problems with the service desk or through the feedback form located within the portal.

Despite the frequency of a problem, and due to the complexity of a problem it may be extremely difficult to reproduce or identify the root cause. Many problems require inherent experience and rely on advanced analytical skills.

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

First it is necessary to determine what conditions need to be met in order to get this error to occur. This will involve collecting information from the College community member who is experiencing the problem. Some basic information should be collected in order to begin testing to reproduce the problem such as getting the browser/version number, student or employee number, login name and application experiencing problems.

The first step is to attempt to reproduce the problem using the information collected in order to mimic the authentication requests to the best of our ability.

If we are not able to reproduce the problem, it could be a result of the users specific account which would require further account analysis / review. Account itself may not belong to the correct group within Active Directory or the account may not exist on the third-party application being requested.

After finding the conditions that cause the problem to occur, the issue can be identified as reproducible.

Once you have a reproducible error you can begin analysing and troubleshooting the cause of the authentication error.

## Support Staff PDF

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

The incumbent is solely responsible for troubleshooting, analyzing and determining a resolution to the issues arising.

Once the incumbent knows how to reproduce the issue they can begin eliminating potential causes such as invalid credentials being passed, actual session being timed out, etc.

The incumbent will use various analytical steps in order to determine the cause of the issue. This would include reviewing internal error logs, contacting third party vendors to retrieve error logs, analyzing web traffic to ensure credentials are being passed correctly and ensure the browser / web server isn't preventing cross-origin resource sharing (CORS), to name a few. Problems arise from time to time based on the introduction of new applications, updates to existing applications or advancements in browser technology.

Depending on the outcome of the troubleshooting steps, the incumbent should have a good understanding as to what may be causing the issue. The incumbent maybe required to make coding changes and or work with third party vendors in order to provide recommendations and determine an appropriate solution.

The incumbent may need to work with staff from other IT services groups such as Networks System Analysts, System Administrators for the PeopleSoft Internet Architecture and the third-party vendor's technical team to isolate the problem in a very complex environment.

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

First hand knowledge obtained by previous work experience of client browser protocol communication.

Utilization of web communication tools.

No vendor documentation relevant to the problem at hand.

Debugging internet traffic utility (fiddler).

Various online resources that may detail similar issues that can be extrapolated to fit the need and purpose of the existing issue.

### 3. Analysis and Problem Solving

Key issue or problem encountered

#### #2 regular & recurring

Analysis and management of new development items for College portal system possibly affecting all staff and students.

The incumbent is responsible for analysis of complex scenarios experienced with the College's ERP and supporting the Senior Enterprise System Analyst's to resolve issues arising from normal operations and during system upgrades.

Issue has high risk to institution and incumbent must consider many features or perspectives with little instruction given.

How is it identified?

Requirement arises from production issue that cannot be solved through system configuration or a procedural work around.

Portal administrative changes are frequent and result from any of the following.

- Personnel changes in academic or service delivery departments. Security changes and training is requested by client area.
- External links to government or third party data sources must be updated when they change.
- Navigation needs to be changed to reflect organization changes within college.
- External Changes (such as updates) to other applications that could alter the information pulled in by the Portal application.
- Errors are presented with the ERP systems that requires extensive analysis and troubleshooting to identify and resolve.

## Support Staff PDF

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

This position must consider the work currently assigned to available resources and the future work already committed to by the department as part of the work feasibility. All alternatives to new development must be explored as development is the most resource intensive activity carried out by the work unit.

What are the options that the portal provides to best address the requirement? The portal will have several mechanisms for administrative support of the portal. The incumbent has to continually evaluate the change requests on frequency and complexity in order to select which administrative tools is appropriate.

Rare changes can be done with the most basic and manual of processes. Frequent changes should be supported through the use of automation tools that require more complex up front setup and configuration. The incumbent will choose to create a custom tool or utility to bring efficiency to common portal administrative tasks.

Testing is required on the Portal applications integration points to ensure that updates to external resources do not affect or performing custom development to correct issues before they negatively affect the system minimizes the impact.

When troubleshooting problems with the ERP system, analysing web traffic, error logs and performing system traces along with generalized knowledge of full stack development are key to identifying and proposing a solution.

## Support Staff PDF

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

The specifications of the vendor's product require understanding. If new developments are required, full project management of the activity is initiated and monitored by this position. Detailed data mapping and business process mapping is coordinated with internal departments at the College and the incumbent. Suitable test scenarios are developed and agreed upon by the developer and client department which leads to client "sign-off" of development.

Some example situations include:

- An announcement needs to be evaluated with respect to audience, timing, and importance. Is it a regular communication, and is it appropriate with respect to portal policy? (e.g., No advertising)
- Using delivered portal features a link can be changed at the request of staff, faculty or students. Examples might be course material, or departmental websites.
- A new menu item or feature that was not previously configured and enabled may be appropriate based on new requirements. The incumbent has to determine if it is time to enable these features (such as calendars, attached notes etc.).
- If a feature does not exist within the Portal it may be expected that the incumbent develop the feature(s) based on gathered requirements or project plan.

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

Oracle/PeopleSoft documentation of existing delivered functionality, functional specifications of vendor application, business rules being implemented by external and internal client.

Portal vendor support web sites and product documentation  
Peers and contacts at other colleges and universities using the same portal product.

Online resources and documentation where available.

## #3 regular & recurring

## Support Staff PDF

|                                  |   |
|----------------------------------|---|
| Key issue or problem encountered | <p>The incumbent must match college business requirement to an appropriate portal feature or determine if development is required to achieve an end goal or requirement:</p> <p>Someone in the college community has a requirement that can be met or integrated into the portal's vast set of features. The College Community is often unaware that the College has invested in a flexible tool that can meet this requirement and therefore, quite understandably, pursue other solutions that incur additional costs to the college.</p> <p>The incumbent is responsible for listening to various stakeholders throughout the College community when projects are being proposed to determine if a component or set of components are already available in order to meet specific requirements set by members.</p> <p>The incumbent will analyze the requirements to determine the best course of action, whether it be to use delivered functionality, scope out business requirements for custom development to meet business needs, or suggest third-party applications that fit well within our various environments.</p> <p>The incumbent must always perform research into the vast array of features and functionality delivered with our various applications in order to exhaust all options before recommending customization or new development projects.</p> |
| How is it identified?            | <p><u>Reactively</u> – which must be avoided, new services are announced by service areas using expensive and unnecessary platforms and solutions that can be better supported by existing features of the portal.</p> <p><u>Proactively</u> – the incumbent must maintain an awareness of the diverse and often increasingly complex set of features available in the college portal. In addition, the incumbent must network with the key academic and service areas to maintain an awareness of requirements for portal solutions as soon as they arise. The incumbent proactively monitors College communications through all channels and analyzes clients' needs to suggest and implement portal changes to enhance or provide more effective communications or features.</p>   |

|  |   |
|--|---|
| Is further investigation required to define the situation and/or problem? If so, describe.   | <p>Incumbent is required to evaluate portal software with respect to the on-line information needs of the college to offer solutions to emerging problems or enhancements to current services. In addition, the incumbent in many cases must promote and market the existing portal capabilities so they get considered early and often by the academic and service areas. Service delivery staff need coaching and mentoring so they can effectively integrate the portal into their operational processes.</p> <p>Continue ongoing discussion in regard to the portals capabilities is key in order to identify features that may be beneficial to service areas in the future.</p>   |
| Explain the analysis used to determine a solution(s) for the situation and/or problem.   | <p>The portal software must be researched and test-driven in order to comprehend its capabilities. Reading the documentation is not sufficient as few of the "gotchas" or limitations manifest themselves until some real-world evaluation is undertaken. Where the portal must interface to third-party software, the data format and data exchange must be precisely defined and documented for maintenance purposes.</p> <p>Evaluation of other college and university web sites is required on an ongoing basis to identify potential improvements in content organization and information dissemination to faculty, staff and students.</p> <p>Ensure that the incumbent stays up to date on feature packs that have been documented and participate in ongoing open webinars to collect key information and stay up to date with the ever-changing Portal features.</p> |
| What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines). | <p>Some but generally incomplete vendor documentation.</p> <p>Primary support for incumbent will be from industry awareness gathered through the internet.</p> <p>Often processes are new so practices need to be created and documented.</p> <p>Ongoing webinars with Portal vendors and community.</p>  |

### 3. Analysis and Problem Solving

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

Key issue or problem encountered

Portal appearance requires changing or updating.

How is it identified?

- Marketing decides on a Fleming look and as much as is possible, the portal should reflect that branding. Identifying areas that do not fit within the brand is based on knowledge of the College's brand integrity.
- Content does not adhere to web / accessibility standards.
- Staff, faculty or students require a portal feature (eg. Home icon)
- The appearance isn't balanced, or in good design proportion
- One item covers or distorts another.
- Images and colour enhance the look, or draw attention to something important.
- Content must present well across multiple browsers and across multiple devices.

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

Comparisons to other internet/intranet sites for current styles and options.

Investigate portal software and documentation for methods to make changes, or to see if changes are possible.

Stay up to date with relative web / accessibility and usability standards.

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

- Research and consider guidelines for special needs clients. Accessibility legislation may cover some aspect of portal use.
- Verify that the website adheres to W3C web standards and WCAG 2.0 accessibility standards. (This requires code level checking to ensure that HTML is laid out appropriately for screen readers; Checking content for individuals who are visually impaired such as colour blindness.)
- Evaluate other web sites and incorporate design improvements into the portal.
- Decide whether a colour or image would enhance the purpose of a particular message
- Search for images, and select to purchase, create, or modify Fleming owned images or graphics.
- Manual testing for visual style and errors across multiple browsers and devices.

## Support Staff PDF

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

Product documentation.

Industry guidelines, ministry web sites on how to be compliant with appropriate legislation.

Online resources such as W3C and WCAG 2.0 Documentation.

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

Key issue or problem encountered

Portal evolution and continuous improvement

How is it identified?

Incumbent sees potential improvements to portal based on knowledge of college processes, industry best practices, new features added to the portal by the vendor, and past requirements of faculty, staff and students.

Gaps of functionality that may have existed in the past.

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

Talk to faculty or staff to propose the addition of a feature to see if they would find it useful.

Propose to the vendor for technical setup or possibilities.

- Analyze portal documentation and software for features that may be helpful for staff or students.
- Test the option to see if it works.
- Test the option to see if appropriate by demonstrating to staff, faculty or students.
- Analyze for training needs, and perform the training.
- Does the new option need to be promoted? Decide how best to communicate portal improvements.

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

The internet for industry best practices and code samples.

Vendor product reference manuals.

Tool and utility technical manuals.

## 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:

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

### #1 regular & recurring

Investigate portal platforms and provide detailed recommendations for third-party applications / vendors for various decision makers.

Using project management practices, the incumbent plans and manages the portal platform upgrades / security patches in response to regular (multiple times per year) software and hardware vendor releases.

Plan, coordinate and monitor activities of assigned projects to develop and implement procedures, processes and systems.

Develop and define project goals and objectives.

Monitor and analyze project effectiveness using qualitative and quantitative tools.

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

Developing project scopes and objectives, involving all relevant stakeholders and ensuring technical feasibility.

In addition to reading the product release notes from the hardware and software vendors, the incumbent also must maintain an awareness of the product life cycles and roadmaps. Without this knowledge one relatively minor upgrade could be scheduled just before a much larger mandatory upgrade.

When possible, upgrades must be scheduled to minimize the impact on operations while also keeping the College as current as possible with respect to product versions (to minimize support risks).

The incumbent should be well versed in a combination of project management methodologies (waterfall, agile, etc.) in order to effectively communicate timelines, resources, and risks. Oversee schedules and risk management plans and provide serious deviations warnings hindering project results.

When it has been determined that an upgrade is required (could be a new version, could be a migration from physical to virtual servers, or could be the result of a security vulnerability that poses a risk to our environments) the incumbent authors a project plan that includes milestones, timelines and resource dependencies.

The College also expects change control, documentation and a plan "B" on how best to restore functionality in the event of unforeseen problems (risk adverse planning).

## Support Staff PDF

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

The primary driver for choosing the date for an upgrade is the need to minimize impact on academic delivery yet ensuring integrity of our systems. Once a date is chosen (often outside of core hours which triggers overtime scheduling), the incumbent coordinates the resource time from our vendors, technical ITS personnel, and the client business areas in order to ensure a smooth successful project deployment.

Any required hardware or software configurations must be pre-arranged and tested to verify they are ready for deployment into production. Most but not all upgrades can be tested in our development environment.

Coordinate internal resources and third parties/vendors for the flawless execution of projects.

How is/are deadline(s) determined?

The vendor release information may indicate a high-risk security patch is required immediately but usually the project deadlines are scheduled around academic activity.

The incumbent shall use their best judgement to determine the level of risk to the College based on regular reports provided by the vendor. Some security patches contain fixes for problems that will not affect our platform, it's the incumbents responsibility to identify and report high-risk patches to their immediate supervisor.

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.

The incumbent through consultation with management (inside and outside of ITS) adjusts the project scope and schedule in response to unforeseen developments. One example; if an upgrade to the portal was scheduled for Friday evening and then an urgent requirement to upgrade our learning management system (LMS) came up (currently Brightspace), since Friday is the preferred window for an LMS upgrade, the incumbent would explore and coordinate if possible the rescheduling of the portal upgrade to Saturday evening.

#### 4. Planning/Coordinating

##### #2 regular & recurring

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

Coordinate intranet planning and resources with college staff:

Projects regularly fall into this category but might be quite different in many respects. They have in common the portal as the distribution mechanism. Examples are Portal Feedback Surveys, customer relationship management (CRM) utility development, service form development and deployment.

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

- Effectively communicate with college staff to help them express what information they require from others via the portal. (Web forms to solicit information from staff and students.)
- Writing ability is necessary to edit suggested text before it appears in the portal to all staff and students.
- Co-ordinate the involved staff to assess appropriate activities to further the project. (The CRM project will require an investigation of PeopleSoft/CRM software by the incumbent to help develop the incumbents' role, the analyst role, and the helpdesk role)
- Help direct and provide recommendations to others within the department so they may fulfill their core duties. This may require analysis and problem solving to provide proofs of concepts or working examples for other team members in order for them to complete their ongoing tasks, at times it may require the incumbent to assign appropriate tasks.
- Monitor agreement compliance with Portal vendor, e.g., the incumbent would be responsible for some parameter configuration but the primary application support and configuration would be the responsibility of the vendor.
- Graphics knowledge is essential to incorporate new portal functions, e.g., A survey must have a Fleming look.
- A good understanding of the big picture of college services is required to assist with the development of forms for staff and students.

## Support Staff PDF

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

- Internal ITS resources frequently required to ensure effective use of databases, firewalls, and other IT infrastructure.
- Key users in client departments are often critical components to portal projects.
- Incumbent may need to determine if training materials or courses are necessary.

How is/are deadline(s) determined?

The projects must be scheduled around the primary academic activities of the college.

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.

The incumbent would recommend changes based on guidelines from project steering committees. These committees are likely related to the systems management team or the Senior Management Team (SMT).

### **#3 regular & recurring**

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

Co-ordinates with academic and service departments to determine their specific portal needs.

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

Interpersonal skills  
Conflict management  
Influencing skills

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

Ongoing awareness of portal product capabilities.  
Knowledge of limitations of portal features.

How is/are deadline(s) determined?

Coordinated with client areas and/or design teams in the context of the college academic activity.

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 based on technical limitations of portal, client areas in context of their requirements and deadlines.

## **4. Planning/Coordinating**

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

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

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

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

How is/are deadline(s) determined?

Third Party Software Upgrades

Incumbent will develop internal implementation plan for upgrade.

Software Project Management skills are required. Planning will involve getting resources from vendors, ITS, and client departments coordinated without stopping the current use of the product. This effort must be coordinated so that expensive resources are not wasted. Activities are scheduled around vendor constraints and other internal College priorities. The failure of the project plan could result in considerable cost to the College and/or significant delays in resumption of normal College business. The impact on critical systems and data must be identified and incorporated into the plan.

The scope of the upgrade has to be determined, i.e., does the upgrade involve one product module or all of them? Does the upgrade involve the PeopleSoft interface? Does it involve the underpinning database? How does it impact local customizations that have been made?

Various people and skill sets must be coordinated including Technical and Business Analysts, end users, and other ERP Programmer/Analysts.

Data backup and computing infrastructure will be required to develop and implement plan. Technical articles discussing industry best practice will be utilized. Vendors will be consulted to determine that technical requirements of plan can be met.

The work required is documented in a concise project plan. The deadlines for external upgrades have vendor specified consequences for support contracts. Often the external constraints drive the internal schedule impacting work schedules of resources across the college. If there is associated development work required (new interface or adoption of new features) deadlines are determined through negotiations with vendors, impacted client departments and internal resources.

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.

If the scope of a development project grows beyond the resources available to this position and the members of the functional area team, it must be forwarded to the Director, College Information Services. The additional work either gets approved or the task is deferred until it can be properly scoped, resourced, and scheduled.

As an example, if during a project that originally involved 3 weeks of coding it became apparent that an entire area of functionality was missing in the design specification this development work would not proceed. It would be prioritized, resourced, and scheduled as a separate or a new development activity. ELT and/or the Director would determine the priority of work at this time.

If negotiations fail with vendors, original support contracts have to be revisited. This usually involves College signing officers, corporate lawyers and other contract experts.

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

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

Student, Staff, Faculty feedback coordination

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

The incumbent is required to review and respond to all feedback collected through the portal (feedback form, Google Analytics, etc). User subjective feedback is collected through feedback forms and focus groups. Objective feedback is collected through tools such as Google Analytics and analyzing browser activity logs. This includes working with a number of operational teams within the college to provide students, staff and faculty with the most relevant information to their inquiry.

Feedback gathered directly impacts the project plans associated with ongoing development of new features.

Time management is essential to ensure that every reasonable request receives a prompt and appropriate response.

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

Communication with operational teams is required in order to get buy in on new business processes for communicating with the College community.

|   |  |
|---|--|
| How is/are deadline(s) determined?  | Industry best practices and operational activities of the College (academic cycle) dictate timelines.  |
| 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. | <p>The incumbent monitors the portal content frequently. Stale, broken, inaccurate and confusing information on the portal must be corrected by the contributing clients. Examples - URLs of an externally referenced website change resulting in 404 errors (page not found) must be updated. PDF documents attachments containing dates must be kept up to date. Single-Sign-On (SSO) methods that may not have been taken into consideration or developed are introduced.</p> |

## 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  |
|-------------------------------------|--------------------------|---|--|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Minimal requirement to guide/advise others. The incumbent may be required to explain procedures to other employees or students. | <p>Explain portal potential to the College community and describe the process by which they ensure their web site is displayed to their target audience.</p> <p>Guide/advise various staff across the College on best practices and accessibility requirements when setting up a department website.</p> |

## Support Staff PDF

|                                     |                          |  |
|-------------------------------------|--------------------------|--|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <p>There is a need for the incumbent to demonstrate correct processes/procedures to others so that they can complete specific tasks.</p> <p>The incumbent learns, develops and maintains portal processes, then demonstrates to other staff.</p> <p>Demonstrate the portal to the College community to empower service departments with respect to proper use and establishing an effective communication plan.</p> <p>Demonstrate effective utilization of delivered and customized portal features to staff who contribute content to the College community.</p>   |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <p>The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities.</p> <p>Organize and display information using the portal menu structure to better serve the Fleming community.</p> <p>The incumbent helps provide guidance and recommendations to others within the department so they may fulfill their core duties. This may require analysis and problem solving to provide proofs of concepts or working examples for other team members in order for them to complete their ongoing tasks.</p> <p>The incumbent reviews analytical data related to various information technology systems to determine effective placement of core services in order to predictively determine product layout and design (such as single-sign-on applications).</p> |
| <input type="checkbox"/>            | <input type="checkbox"/> | <p>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.</p>  |

|  |   |   |
|--|---|---|
| <input checked="" type="checkbox"/> <input type="checkbox"/> | <p>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.</p> | <p>This position coordinates the efforts of the work group with the client departments. All operational and development work is carried out in the context of academic schedules and operational activities of the client departments.</p> <p>This position provides recommendations for a course of action to resolve new or recurring incidents.</p> <p>The incumbent holds the responsibility of providing direction to the team as a scrum master ensuring that weekly sprints are well planned, co-ordinated, and executed. This involves leading weekly sprint planning and daily standup meetings.</p> |
|--|---|---|

## 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)  |
|---|---|
| Day to day work is performed independently. Priorities may be influenced by requests from staff to create or display an announcement. The incumbent takes appointments for web site assistance and responds to walk in clients. | Verbal instructions and suggested timelines are provided for new and special projects. The incumbent shall set expectations and prioritize these tasks with those that are regular and recurring. |

What rules, procedures, past practices or guidelines are available to guide the incumbent?

| Regular and Recurring | Occasional (if none, please strike out this section) |
|-----------------------|--|
|-----------------------|--|

## Support Staff PDF

|  |  |
|--|--|
| Portal Administration is guided by documentation created and developed by the incumbent, and by the documentation provided by the software manufacturer. | The portal development process is unique each time a new portal/project is created. There aren't procedures in place, and they must be developed by the incumbent. Past portals assist in an understanding of what is most helpful to the Fleming community. |
|--|--|

How is work reviewed or verified (eg. feedback from others, work processes, Supervisor)?

|  |  |
|--|--|
| Regular and Recurring  | Occasional (if none, please strike out this section)   |
| Work is visible to the Fleming community daily. Feedback (surveys, email) from staff and students is often taken into consideration. Work is tested by the incumbent before displaying to the Fleming community.<br><br>Supervisor reviews work by exception only.<br><br>Supervisor reviews overall outcomes once projects are completed. | The incumbent occasionally works with the Director ITS on projects. Projects are viewed in a test environment and consultative improvements may be made. |

## 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)   |
| Portal processes may be chosen in consultation with a systems analyst.<br><br>The portal appearance is designed by the incumbent with input from marketing for official colours and logo. | Website construction while consulting with a staff member will not normally be brought to the supervisor's attention, but can be published based on advice from the incumbent. |

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) |
|-----------------------|--|

## Support Staff PDF

|   |   |
|---|---|
| Project timelines. The supervisor and incumbent will decide on the timing of a new service, appearance change, or a major revision. | The supervisor may need information about a particular aspect of the portal to assist with decision making.<br><br>The supervisor will be consulted about atypical announcements on the portal home page if they are questionable with respect to the Appropriate Use Policy. |
|---|---|

Describe the type of decisions that would be decided by the incumbent.

| Regular and Recurring   | Occasional (if none, please strike out this section) |
|---|--|
| <p>The design (appearance) of the portal</p> <p>The navigation metaphor</p> <p>The presentation method of an announcement on the home page.</p> <p>The appropriate presentation of announcements relative to their importance and the ability of the software.</p> <p>The incumbent shall determine the most appropriate solution based on functional needs. This may include demonstrations and outlining best practices in order to get client endorsement.</p> <p>Evaluates current priorities for projects, analyzing requirements, consulting with user groups, developing solutions, creating or modifying programs, testing and implementing solutions, and evaluating outcomes and processes.</p> |  |

## 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? |                         |

## Support Staff PDF

|   |   |   |             |
|---|---|---|-------------|
| <p>The portal is an information service. The incumbent will receive ongoing requests from the internal and external College community.</p>  | <p>For each service request, the incumbent is expected to evaluate the software and design the service, test, and provide to the Fleming community.</p>   | <p>Faculty<br/>Staff<br/>Student<br/>Prospective students</p> | <p>D</p>    |
| <p>The incumbent will proactively anticipate the need for deploying a new service on the Portal and then seek general approval and direction from the Director of Information Services. This most likely would result from researching other College sites or come from observing industry trends (conference sessions, internet research).</p> | <p>The incumbent having recognized the limitations of the current portal deployment would identify alternatives infrastructures. The incumbent will evaluate options and construct cost/benefit analysis to be realized by switching, obtaining or developing a new piece of software. This report along with recommendations is presented to upper management.</p>   | <p>Faculty<br/>Staff<br/>Student<br/>Prospective students</p> | <p>M</p>    |
| <p>The ITS department may receive a request for portal service, and refer to the incumbent.</p>   | <p>The incumbent will meet with clients in order to assess needs and design a solution based on defined objectives.<br/><br/>The service will be created, tested and offered to the client and stakeholders.<br/><br/>The incumbent will train the client if necessary.<br/><br/>Most times, the incumbent will be required to use industry best standards and experience to tease out and anticipate requirements based on the clients needs assessment. Anticipating future use and</p> | <p>Faculty<br/>Staff<br/>Students</p>                         | <p>D, W</p> |

## Support Staff PDF

|   |   |   |                |
|---|---|---|----------------|
|   | <p>understanding College directives to design robust and flexible solutions. This also includes pro-actively delivering services to clients such as reports, datasets, and/or analyzing disparate data to provide further recommendations or service.</p> <p>An example may include expanding and or adjusting the scope of a given project to accommodate deliverables for an upcoming ministry directive.</p> |   |                |
| <p>Incumbent is point of contact for portal updates. Clients call or email with a request for a link to their site, or an announcement to post.</p> | <p>The incumbent develops processes, to create standard methods of administration to add links, create announcements. Once established, daily administration of this type takes place, and the client is notified that the change has taken place.</p>  | <p>Faculty Staff</p>  | <p>D</p>       |
| <p>Software Updates to operational or internal utilities as they become available from vendor.</p>  | <p>Using Software project management techniques adopted by Fleming.</p>   | <p>All Staff, Faculty and Students. Client department or the individual's own department's internal requirements.</p> | <p>D, W, M</p> |

## Support Staff PDF

|  |  |                        |   |
|--|--|------------------------|---|
| Staff, faculty and students request assistance in the development of portal content. | The incumbent communicates with the client to determine exact needs and skill level, assists with the page creation using software appropriate for the client, and teaches them how to maintain the page with software they are comfortable with. The content is then linked appropriately to the portal | Staff Faculty Students | W |
|--|--|------------------------|---|

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

## 8. Communication

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

| Communication Skill/Method                                | Example  | Audience                     | Frequency (D, W, M, I)* |
|---|--|------------------------------|-------------------------|
| Exchanging routine information, extending common courtesy | Respond to requests for portal changes and let a client know the task is complete.<br>Respond to questions about portal use.   | Faculty<br>Staff<br>Students | D                       |
| Explanation and interpretation of information or ideas    | The incumbent must be able to clearly state or write exact steps or procedures used in attempting to diagnose portal technical difficulties, when working with the vendor or internal ITS technical resources. | Staff                        | M                       |

## Support Staff PDF

|  |  |                          |   |
|--|--|--------------------------|---|
| Imparting technical information and advice | <p>Contact clients to demonstrate how a portal service might be beneficial for their purposes.</p> <p>Provide web page development support, while teaching html, or a particular web development package that suits the client.</p> <p>Portal orientation workshops.</p> <p>Trains employees who are contributors of the Portal on effective utilization of the features provided in a face to face (1:1) setting depending on the number of individuals who require training.</p> <p>Contributor guidelines demonstrating effective utilization of the Portal is also available as a supplement to training.</p> <p>Ensures that contributors are using the tools provided to ensure adequate communication with their audiences.</p> | Faculty Staff            | M |
| Instructing or training                    |  | Faculty, Staff, Students | W |
|  |  | Faculty, Staff, Students | I |

## Support Staff PDF

|                                  |  |                            |   |
|----------------------------------|--|----------------------------|---|
| Obtaining cooperation or consent | Work with managers to properly host information to make it useful for their audiences. There is a vigorous competition amongst managers for space on the “Landing Page” of the portal.<br>Each client wants their message (no matter how limited in scope) to be seen first by every student logging into the portal. The incumbent must clarify what the options, limitations, and priorities are while seeking cooperation of managers or identified stakeholders. | Staff<br>Staff and Faculty | W |
| 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<br>(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              | D                          |                  |                     | X                 | X                        |    |     |
| Walking              | D                          | X                |                     |                   | X                        |    |     |
| Lifting light loads  | I                          | X                |                     |                   | X                        |    |     |
| Lifting medium loads | I                          | X                |                     |                   | 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)

Boxes of paper, training materials and marketing materials.

Printers, monitors

## 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<br>(D, W, M, I)* | Average Duration |                  |                  |
|--|----------------------------|------------------|------------------|------------------|
|  |                            | Short < 30 mins  | Long up to 2 hrs | Extended > 2 hrs |
| During peak development times portal programming can be very intense, working with several files at once while searching documentation for process ideas.<br><br>There can be a number of steps, and broken concentration can set the process back. A new page ready for display to the community has to be tested very quickly because the Fleming community can see the changes immediately. The incumbent can not be disturbed while implementing such changes. | W                          |                  |                  | X                |
| Can concentration or focus be maintained throughout the duration of the activity? If not, why?   |                            |                  |                  |                  |
| <input type="checkbox"/> Usually<br><input checked="" type="checkbox"/> No - High priority interrupts are common due to production issues  |                            |                  |                  |                  |

## Support Staff PDF

| Activity #2   | Frequency<br>(D, W, M, I)*  | Average Duration |                  |                  |
|---|---|------------------|------------------|------------------|
|   |   | Short < 30 mins  | Long up to 2 hrs | Extended > 2 hrs |
| Portal is offline due to an unknown issue with the configuration. The incumbent and Network Support Analyst must work together to evaluate the situation. It may be an error or may be a domino effect from making a change, upgrade, or systems related failure. | Daily during peak development times. (e.g., Between semesters)<br>Weekly mid-semester |                  |                  | X                |
| Can concentration or focus be maintained throughout the duration of the activity? If not, why?<br><input type="checkbox"/> Usually<br><input checked="" type="checkbox"/> No - High priority interrupts are common due to production issues                       |   |                  |                  |                  |

| Activity #3   | Frequency<br>(D, W, M, I)* | Average Duration |                  |                  |
|---|----------------------------|------------------|------------------|------------------|
|   |                            | Short < 30 mins  | Long up to 2 hrs | Extended > 2 hrs |
| A new survey is due out and an important announcement must be published in the next 30 min.   | M                          | X                |                  |                  |
| Can concentration or focus be maintained throughout the duration of the activity? If not, why?<br><input type="checkbox"/> Usually<br><input checked="" type="checkbox"/> No - High priority interrupts are common due to production issues |                            |                  |                  |                  |

\* 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<br>(D, W, M, I)* |
|---|--|----------------------------|
| <input checked="" type="checkbox"/> acceptable working conditions (minimal exposure to the conditions listed below) | General office environment                             | D                          |
| <input type="checkbox"/> accessing crawl spaces/confined spaces   |  |                            |
| <input type="checkbox"/> dealing with abusive people  |  |                            |
| <input type="checkbox"/> dealing with abusive people who pose a threat of physical harm                             |  |                            |
| <input type="checkbox"/> difficult weather conditions   |  |                            |
| <input type="checkbox"/> exposure to extreme weather conditions   |  |                            |
| <input type="checkbox"/> exposure to very high or low temperatures (e.g. freezers)                                  |  |                            |
| <input type="checkbox"/> handling hazardous substances  |  |                            |
| <input checked="" type="checkbox"/> smelly, dirty or noisy environment  | Computer Consoles are accessed in Computer Server Room | I                          |
| <input checked="" type="checkbox"/> travel  | Travels to other campuses.                             | I                          |
| <input type="checkbox"/> working in isolated or crowded situations  |  |                            |
| <input type="checkbox"/> other (explain)  |  |                            |

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