Position Description Form (PDF)

College: Sir Sandford Fleming

Incumbent's Name:

Position Title: Enterprise Systems Programmer Analyst Payband: K

Position Code/Number (if applicable): S00769

Scheduled No. of Hours 37.5

Appointment Type: X 12 months _____ less than 12 months

Supervisor's Name and Title: VP, Information Technology & Digital Strategy

Completed by: PDF Date: July 1, 2023

Signatures:

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

Supervisor: Date:

Supervisor's 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.

Support the College's use of Information Application Services including but not limited to Oracle/PeopleSoft's Enterprise Resource Planning (ERP) software by deploying and configuring purchased modules, designing and developing modifications, and integrating third party applications at all campuses.

Provide Technical and Business Analysis support to the client departments by gaining understanding of their business processes and system requirements through consultation. Research solutions to meet these requirements that fit the priorities and resources of the College, and then promote and deploy these solutions that may involve deploying a new module from the College Administrative System vendor (currently Oracle/PeopleSoft), in-house design and development of a new component, purchasing and integrating a third-party application, or managing vendor contracted services.

Support client departments with product knowledge transfer by assisting in training, preparing training materials and researching product capabilities.

Further support is provided by maintaining an awareness of current industry standards and assisting the College in evolving and developing information systems that can remain compatible with, and take advantage of, the developing trends in the information processing industry.

Provide technical expertise to client departments with regards to the College's Administrative computing systems consisting primarily of Enterprise Resource Planning (ERP) software (Oracle/PeopleSoft) and its integration with related systems including Clockworks (counselling support), StarRez (residence management), D2L Brightspace (learning management system), the myCampus portal (application and single sign-on hub), business intelligence reporting tools, and homegrown applications (academic planning, course outlines).

Provide administrative coverage and assistance with the myCampus portal.

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. **Applications Development and Support** Uses the current College application development environment to support process changes in client departments by producing custom solutions when Oracle/PeopleSoft functionality or other alternatives are not available. Aids in the ongoing evaluation, development and support of the College Development environment.	25%
2. **Operational Support** Provides excellent customer service to students, faculty, and staff by ensuring that the College Administrative systems are available and working correctly when needed. This requires that the incumbent coordinate system activities with client departments, external consultants and vendors around the academic cycle of the College to ensure changes are implemented with minimal service interruptions and minimal impact to the community. Works collaboratively and proactively with Business Analysts, Technical Analysts and process owners to support the business priorities of the client departments. Support includes continual education of client departments about updates to, and status of the information systems they depend on for day to day operating. Exceptions to normal processes must be resolved quickly through efficient trouble shooting, effective communication to affected users, use of adequate contingency plans and timely follow-up analysis leading to continuous improvements to college operations.	20%
3. **Service Representative** Communicates frequently with client groups for the purposes of knowledge transfer, monitoring status of operations, troubleshooting, project activities, and business process environmental changes. Develops and maintains positive relationships with client departments by communicating frequently and effectively throughout the entire cycle of projects. This involves early pre-project discussions, technical and business analytical support, in-project status updates and reviews, and post-project follow-ups. Actively promote and advocate for supported Enterprise solutions. Use presentation skills to obtain consent or agreement for core systems when clients are cautious or reluctant to consider alternatives to the perceived “best of breed” solution.	15%
4. **Provide Internal Training, produce procedural documentation and write reports** Create materials and work with professional development staff to provide technology leaders in the College with regular small group training in the use of College information systems.	15%

Prepares and maintains documentation used to support the use of College information systems including knowledge base articles, presentation materials, procedure guides, project documents and departmental communications. Creates operational (usage, monitoring and exception) and status (project and ticket activity) reports as required.	
5. **Security** Develops, maintains and enhances effective procedures to protect the integrity and security of staff, faculty and student personal data, student academic data, College operational data and programs in accordance with College policies, practices, and current industry standards.	10%
6. **Maintain a set of current ERP tools** Ensures that the College has access to the most current and appropriate software development, integration, troubleshooting and reporting tools. This involves the research, maintenance, and support of existing tools, and ongoing research, awareness, and conversations with vendors regarding future product offerings. Negotiating product and service licenses, training and support with vendors. Works with Business Analysts, Technical Business Analysts, and College Leaders to ensure that these tools are used effectively throughout the College.	10%
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 or equivalent	□ 1 year certificate or equivalent	□ 2 year diploma or equivalent
□ Trade certification or equivalent	□ 3 year diploma / degree or equivalent	X 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 Science, Application Engineering, System Programming

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	<u>Technical Oracle/PeopleSoft training.</u> PeopleTools I (22 hrs) and II (23 hrs) People Code (30 hrs) Fluid (22 hrs) GT eForms (30 hrs) (Total approximately 127 hrs)
□ 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	

X Minimum of eight (8) 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
- Advanced experience programming / technical analysis in an Oracle / PeopleSoft environment.
- Experience with the integration of multi-vendor hardware and software systems, networks, and client workstation configurations.

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 technical conflicts between systems during the development or integration of new business processes
- User acceptance testing. Developing definitions of acceptance criteria
- Previous experience evaluating and vetting risks associated with IT system integrations under tight timelines including issues of data security, confidentiality, and reliability of data and information.

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
- Previous experience supporting technical and non-technical users in a PeopleSoft environment

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
- Dealing with confidential / sensitive information

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.	Integration and support of third-party applications with the PeopleSoft ERP environment.
How is it identified?	Through internal requirements, external mandate, end of life or deprecation of existing applications, or other change of service definitions.
Is further investigation required to define the situation and/or problem? If so, describe.	Such requests require deeper investigation to determine approach, scope, and affected systems. Investigation needs to be done to assess changes to services, affect best integration pathway, determine security requirements if applicable, and if any existing systems or infrastructure can be deprecated because of a successful conclusion to the project.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Review initial project descriptions, meet with stakeholder including internal users and project champions; external vendors and technicians. Review product documentation. Analyze provided specifications, or work with stakeholders to develop specifications when none exist. Strategize with colleagues to understand any impact the new integration will have on existing systems, or any existing assets that can be engaged.
What sources are available to assist the incumbent finding solution(s)? (e.g., past practices, established standards or guidelines).	Project plans and definition, vendor documentation and spec, internal knowledgebase, and existing documentation for legacy systems if applicable, example solutions from other institutions vendor has worked with previously, community forums or workgroups.

3. Analysis and Problem Solving

	#2 Regular & Recurring
Key issue or problem encountered	Support of a major college initiative. Example - Course Outlines: New Course Outlines Application was being deployed and the users (Faculty, Academic support staff and

	school leaders) were not satisfied.
How is it identified?	Faculty missed deadlines for entering course outlines and complained to their school leaders. A large number of tickets related to course outlines were entered into the service desk.
Is further investigation required to define the situation and/or problem? If so, describe.	Meet with end users and Academic Business Analyst to determine how to improve the deployment and content of the new Course Outline Application.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Improved flow and functionality of application while utilizing previous work done by other developers.
What sources are available to assist the incumbent finding solution(s)? (e.g., past practices, established standards or guidelines).	Using PeopleSoft development skills to create an application that will be easy to use and flow logically for users. Created routine to programmatically manage availability of fields on the page.

#3 Regular & Recurring

Key issue or problem encountered	Analysis and management of a new development items for College ERP system.
How is it identified?	Requirement arises from production issue that cannot be solved through system configuration or a procedural work around.
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 developments is the most resource intensive activity carried out by the work unit.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	The specifications of the vendor's product require understanding. It must be determined that the ERP as delivered cannot be configured or modified to meet the client requirements. If new developments is 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 Fleming and the application developer. Suitable test scenarios are developed and agreed upon by the developer and client department which leads to client "sign-off" of development.
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.

	#1 Occasional
Key issue or problem encountered	Providing coverage and support for internal systems, process, or applications that are generally within the domain or area of expertise of another colleague.
How is it identified?	Received via integrated process (form submission, etc.), or ticketing system.
Is further investigation required to define the situation and/or problem? If so, describe.	Further information can be discovered through a formal briefing and training process, if the coverage is known and planned to some degree. If the coverage requirement is spontaneous, the knowledgebase and other internal documentation should be consulted, including archived materials, if necessary, code base comments, etc. bAnalysis of the process in question in a development environment may also be required.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Review established knowledge bases. Experimentation with DEV instances if possible. Discussion with stakeholders.
What sources are available to assist the incumbent finding solution(s)? (e.g., past practices, established standards or guidelines).	See above.

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.	Lead for coordinating and tracking technical issues arising from the production use of the system. The incumbent receives the request, researches the issue, plans and coordinates the solution with the requesting departments throughout all testing and deployment phases of the activity.

What are the organizational and/or project management skills needed to bring together and integrate this activity?	Complete project management skills are required. Each project has a slightly different team of contributors and stakeholders. In addition to assembling the team, the incumbent scopes the project, communicates the scope and plan to stakeholders and manages the exceptions. Progress is tracked using various tools (simple spreadsheets to detailed Microsoft Projects) and communicated back to community.
List the types of resources required to complete this task, project or activity.	The incumbent would use product documentation, module documentation, and project management tools to create the project plan. They would use existing College structures (various leader's teams) and client meetings to ensure that the priorities of various stakeholders continue to be represented.
How is/are deadline(s) determined?	When drafting a project plan the scheduling must take into account the College Operational activity taking place in the client department in addition to the requirements of the project itself. Typically there are only a very few windows during the College calendar when system process changes can be deployed. This varies depending on the scope and modules being impacted. Ultimately deadlines are negotiated directly with client departments and any external services being used to complete a project.
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.	Small (under 5 day) changes can proceed with just the approval of the Director, Information Services. Larger projects are sent to the Evolve Operational Leader's Team (EOLT) who draft an annual project list for the Executive Leader's Team (ELT). These committees' input is required because of the inter-departmental scope of most of the system projects and because the success of the projects ultimately depends on the resources required to complete the work being assigned to the work.

4. Planning/Coordinating

	#2 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?	Complete project management skills are required. Each project has a slightly different team of contributors and stakeholders. In addition to assembling the team, the incumbent scopes the project, communicates the scope and plan to stakeholders and influences other project members to protect project deadlines. This may involve requesting additional resources from the stakeholders in order to keep a project on schedule. Progress is tracked using various tools (simple spreadsheets to detailed Microsoft Projects) and communicated back to project team and stakeholders.
List the types of resources required to complete this task, project or activity.	The incumbent determines user requirements with interviews and the creation of prototypes including examples of possible screenshots, reports, and story-boarding. The incumbent would use product documentation, module documentation, and project management tools to create project plan. They would use existing College structures (various leaders teams) and client meetings to facilitate ongoing communications.
How is/are deadline(s) determined?	New module or functionality deployment is often legislated by the government so the due date is enforced from outside the College. External funding is usually at risk so non-compliance is not an option. The incumbent would schedule the deployment activities working backward from the externally specified due date and coordinating with client operational activities.

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.	Deployment changes are often required even when projects are externally driven. E.g., an Academic re-organization such as the creation of academic chair positions can trigger unavoidable changes to the approval workflow specified for a Course Outline application. The scope of the change will determine how and if the change is completed as part of the initial project or deferred to a revisit (or phase II) of the project. The incumbent would determine the scope and therefore who needs to be consulted on in process change requests. If the incumbent can incorporate a change request into a project plan without risking a deadline, they will do so. Change requests that may impact deadlines are reviewed with the rest of the project team and stakeholders.

#3 regular & recurring

List the project and the role of the incumbent in this activity.	New functionality development. Lead.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	The efforts of 2 to 4 groups from different departments are often required to contribute to the development of new functionality in our Oracle/PeopleSoft application. This effort must be coordinated so that expensive resources are not wasted. Activities are scheduled around other college and resource priorities.
List the types of resources required to complete this task, project or activity.	Client departments have to be able to work with this position to develop the design specification. They also define the testing scenarios that are required to declare the new functionality delivered. The vendor may be required to supply detail product knowledge or answer other aspects of a logged problem report if one was generated. Infrastructure support from ITS are sometimes required to contribute to development efforts.
How is/are deadline(s) determined?	The design specification includes effort estimates that are prepared by this position. The deadlines for development work are determined through negotiations with client departments, effort estimates and availability of 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. The Director, College Information Services, would determine the priority of work at this time.

4. Planning/Coordinating

	#1 occasional (if none, please strike out this section)
List the project and the role of the incumbent in this activity.	Third Party Software Upgrade – WebCT, Infosilem, StarRez, Raiser's Edge etc. Lead.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Upgrading key third party software products requires sound Software Project Management skills. The planning involves getting resources from vendors, ITS, and client departments all 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 other college and resource priorities.
List the types of resources required to complete this task, project or activity.	To complete an upgrade to a software product that is integrated into PeopleSoft several people and skill sets must be coordinated. 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?; hoe does it impact local customizations that have been made?
How is/are deadline(s) determined?	The work required is documented in a concise project plan that specifies effort estimates that are prepared by this position. The deadlines for development work are determined through negotiations with impacted client departments, effort estimates and availability of 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.

	~~**#2 occasional**~~

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?	
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.	

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.	Transfer of process/procedure knowledge to teams when a team does not possess the appropriate knowledge to complete a task or a gap has been established in skillset.
X	□	The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities.	The resolution of system issues often involves instructing functional users on how to adapt their processes to either solve or avoid recurring problems.
X	□	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.	All operational and development work is carried out in the context of academic schedules and operational activities of the client departments. No new functionality can be launched without client involvement, testing, and approval. Ongoing support of delivered projects also requires knowledge transfer and ongoing support, guidance and cooperation.

□	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. The deployment of new system projects often involves instructing functional users. Functionality specified by the functional areas originally still needs system documentation to be written with specific instructions on how to use and administer the delivered functionality. All operational and development work is carried out in the context of academic schedules and operational activities of the client departments. No new functionality can be launched without client involvement, testing, and approval. Ongoing support of delivered projects also requires knowledge transfer and ongoing support, guidance and cooperation. Provide guidance to other developers on how to resolve technical issues and business processes. Give input to Systems Analyst on ticket assignment and recommend potential solutions.

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)
Only broad objectives and expected outcomes are available. Timelines established in keeping with key system processes and initiatives and as required to meet the deadlines established.	

What rules, procedures, past practices or guidelines are available to guide the incumbent?	
Regular and Recurring	Occasional (if none, please strike out this section)
Past practice, College Policies & procedures, general systems and business knowledge, Collective Agreements, Scheduling Rules & Guidelines, Academic Schedule, Annual Planning Cycle, College Calendar, Industry trends and standards, technical manuals and articles, project management methodology, Higher Education Users Group, (PeopleSoft).	Director would provide minimal direction in multi-departmental projects.

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 departments or 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)
Competing and incompatible requests.	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.

Describe the type of decisions that would be decided by the incumbent.	
Regular and Recurring	Occasional (if none, please strike out this section)
Issue escalation to Oracle/PeopleSoft for direct vendor support. Determines the most appropriate solutions to recommend to Technical and Business Analysts and decision-makers to address an identified business/functional need.	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?		
Ticket System/Projects	By consulting with Business Analyst and/or end user to determine requirements. Recommend customized solutions which may or may not require additional coding. - GST/HST - Equation Engines - Hosted Payments - Self Service Payments - Course Outlines - Moneris Refunds Design modules that are flexible and pro-active. By providing the Business Analysts with options for configuration, minimizing the need for additional coding. (Course Outlines Security - Edit after Approval, Configurable Q&A for Bursary Application but can be used for other modules as well) Occasionally the programmer needs to anticipate clients project specification and how	Client department (usually HR, Finance or Student).	D M

	they will impact the wider college community. For example, deploying a new residence system application process that the client thought would impact only the student system, may in fact impact the finance system as well.		
College administrative computing system production issues. May involve a new software development request.	Consulting with client department to determine requirements. Research solutions to meet these requirements and then promote and deploy solutions that may involve deploying a new module from the College Administrative System vendor, in-house design and development of a customized component, purchasing and integrating a third party application, or managing vendor contracted services. Using Software project management techniques adopted by Fleming.	Client department.	W
Meeting with Systems Analyst and/or Directory of Information Services	Provide technical information to other developers to meet deadlines and user requirements	Client department (usually HR, Finance or Student). Systems Analyst, Director of Information Services	M

* 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	Computer questions related most often to use of College computing resources. Networking at conferences or with product user-groups.	College Community Peers at other institutions (HEUG – Higher Ed User's Group), other Canadian Universities and Colleges	D M
Explanation and interpretation of information or ideas	Providing updates re: Support/Problem resolution. Sharing information, offering solutions, guidance, follow up and collaboration on projects Application data exchange, liaison, reporting techniques, and solution sharing	Client staff, ITS staff Government (e.g., OCAS), Colleagues at other institutions Co-workers and Colleagues at other institutions	D M M
Imparting technical information and advice	Discussions regarding specific functionality of the system. Discussions with end-users on possible changes to the system, procedural use of the system, and/or system trouble-shooting. Discussions regarding problems with systems or possible changes to systems, how to use system, troubleshooting. Support/Problem resolution and services. Imparting functional or procedural clarifications or facilitating informal learning opportunities. Implementation of new systems may involve changes to business process which must be explained to various stakeholders. Software needs and requirements support/problem resolution and services	Other ITS; Departmental Leaders, Technical and Business Analysts; end-users Other ITS; Departmental Leaders, Technical and Business Analysts; end-users Other ITS; Departmental Leaders, Technical and Business Analysts; end-users Other ITS; Technical and Business Analysts; end-users Technical and Business Analysts,	D W W I W W

	Administering Support contracts Information System Changes, Service outages, updates. Obtaining technical support and information	Leaders in service departments External vendors. All staff, faculty and students. Application vendors (Oracle, Infosilem, StarRez, WebCT, Microsoft)	I W
Instructing or training	Critical to role is the development & facilitation of formal training sessions for faculty, staff and students. Incumbent develops content and delivers internal training for items such as Module launches, or Academic Administrative Process updates (Grade Processing)	Faculty, Staff, Students Faculty	M I
Obtaining cooperation or consent	Getting consensus on priority setting with the leaders in the College business units. Launching new modules. Getting acceptance of delivered functionality to meet business needs of clients that may involve changes to business processes. Encourage functional areas to adopt ERP systems approach vs. "best of breed".	Leaders in College business units Technical leads in client departments	I
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 a computer	D			X	X		
Lifting (light)	I	X			X		
Lifting (medium)	I	X			X		

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

If lifting is required, please indicate the weights below and provide examples.

X Light (up to 5 kg or 11 lbs)	Laptop, etc.
X Medium (between 5 to 20 kg or 11 to 44 lbs)	Printers, monitors
□ 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
Multi-task application development and research and testing.	D			X
Can concentration or focus be maintained throughout the duration of the activity? If not, why? □ Usually X No High priority interrupts are common due to production issues				

Activity #2	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
During component design the programmer needs to consider and test security implication of the pages, queries and job controls being used to complete the assignment. Critical decisions made during the design phase impact the users and security administrators at later stages of the component deployment.	M			X
Can concentration or focus be maintained throughout the duration of the activity? If not, why? □ Usually X 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 (D, W, M, I)*
X acceptable working conditions (minimal exposure to the conditions listed below)	Office environment	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		
X smelly, dirty or noisy environment	Computer Consoles are accessed in Computer Server Room	I
X travel	All Campuses may be visited if necessary.	M
□ working in isolated or crowded situations		
□ other (explain)		

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