

Develops, tests, maintains, and modifies new and existing programs

Provides training and answers questions of faculty, staff, and students

Communicates information concerning computer services through committees, working groups or special interest groups

Develops performance standards and evaluates adherence to them

Executes production processing and distributes output

Serves as a technician in analyzing and evaluating existing or proposed systems and designing the structure of a systems solution

Provides budget information based on projected needs

Organizational Impact

The results of actions have only a minor impact on a department's operations. Individuals actions are limited to a single work area and do not affect the overall finances of that area.

The results of actions may have a measurable impact on operations or finances within a work group.

The results of actions may have a significant impact on a department's operations. They also may affect the finances of multiple work areas.

The results of actions and decisions may have a significant impact on substantial segments of the University's operations or finances.

Problem Solving

Performs standardized tasks that are covered by systems, procedures and available supervision. Problems are easily recognized and are solved with prescribed solutions. Supervision is present to assign and review work, address exceptions, and answer questions.

Performs a variety of duties following established policies and procedures. Problems are generally solved by selecting from approved alternatives based on past practices. Supervision is available to set priorities and objectives, and to assist in problem resolution.

Required to have an understanding of policies and procedures and generally accepted principles. Resolves unique problems by collecting and interpreting information. Solutions may include modifying procedures and methods to address new conditions. Receives advice and input as needed from supervisor.

The job consists of major organizational accountabilities requiring the formulation of new approaches. Problems have broad University implications and require significant inductive thinking. Solutions may establish new policy direction. Independently establishes goals and objectives for higher level review.

Supervision

No Supervision

Interviewing, orientation, scheduling, work assignment and review for temporary employees, students, volunteers, and non-exempt employees.

Interviewing and selection, orientation, training, work assignment and review, performance appraisal, and recommendations for various personnel actions for exempt and non-exempt employees.

Selection and hiring, staff development, work planning, performance management and responsibility for initiating various personnel actions for exempt and non-exempt employees.

Contact Level

Limited interaction within and outside the University. Refers inquiries to appropriate individuals.

Interacts with various levels within or outside the University including Deans, Directors, and Department Heads. This interaction may include interpreting and explaining ideas and concepts as well as solving problems and coordinating projects.

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Handles difficult and complex situations with tact and diplomacy to maintain a service-oriented environment. Interaction is across all levels of University and outside public.

Financial Budget

Does not participate in budget preparation. Has no authority to sign for materials or supplies.

Compiles and tabulates budgetary data, calculates figures and checks for accuracy. Authorized to sign for storeroom supplies and petty cash.

Analyzes budgetary data, verifies figures, identifies/discusses questions or discrepancies, and compares budget proposals with previous years' budgets, grant money, gifts, etc. Monitors expenditures against budget, prepares necessary documentation for supervisory review/approval, authorizes requisitions for storeroom supplies, petty cash, limited non-capital purchases, etc.

Directs preparation of budget for near total responsibility for planning, forecasting and approval. Authorizes and approves purchases requisitions and reimbursements.