

University of Nebraska Central Administration
Position Description

General Information

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|--|---|--------------------------------------|
| Working Job Title: Training & Documentation Specialist | Job Family: Information Technology | Job Family Zone: Specialist |
| Position Number: | Department Name: UN Computing Services Network | SAP Organization Unit Number: |
| Employee's Name: | Date of Last Update: 05/22/2009 | Title of Supervisor: |
| SAP Personnel #: | Last Updated By: HR | Name of Supervisor: Anne Mulligan |

Position Summary

This position has responsibility for developing user documentation and computer based training courses, technical integration and system validation testing, change management and general user support.

Duties & Responsibilities

| Indicate % of time spent and indicate with an "*" the duties & responsibilities that are essential functions of this job. Arrange this list of duties in order of importance. | % of Time | Essential Functions |
|---|-----------|---------------------|
| <p><u>Documentation and Training Materials</u></p> <ul style="list-style-type: none"> • Establish and enforce standards and procedures for campus use by developing, enhancing and maintaining University-wide help systems, with special focus on content development for on-line systems that support campus customers. Duties include testing, program analysis, curriculum development, document design, proofreading, editing, customer contact, and understanding University business standards. • Oversee the development and distribution of internal and external communications such as news articles, e-mail memos and newsletters. • Design and develop end user training materials, including computer based or web based training modules, demonstrating the functionality of systems, taking into consideration different learner styles and skill levels. • Provide presentations and training sessions on the use of online help applications and Enterprise systems in the area of Human Resources, Materials Management, Travel Authorization, Finance Management and others. • Work closely with campus trainers to ensure their skills and knowledge of the process and to develop their training skills and foster an environment for users across all campuses to enhance knowledge on all University business applications. | 35 | * |

| | | |
|--|----|---|
| <p><u>Technical Integration</u></p> <ul style="list-style-type: none"> • Support the CSN Customer support team in technical issues related to web development and server administration/configuration for tools used to deliver training materials, including documentation of processes for maintenance and upgrades. • Assist in configuration, testing, monitoring and managing instructional technology for the university business systems. • Contribute in the development of courseware, style guidelines and visual standards for multimedia and instructional technology. • Assist with the integration of Lotus Notes application and training databases | 25 | * |
| <p><u>Change Management/ System Support</u></p> <ul style="list-style-type: none"> • Provide support for campus change management team members and end users. Monitor system enhancements in regards to the impact on end-users. As changes arise, work closely with developers and campus resources to coordinate, facilitate and communicate the transition of the system changes to appropriate group of end-users. • Work closely with developers and campus resources to coordinate, facilitate and implement the transition of the system changes to the appropriate group of end-users. • Serve as liaison between campus end user support representatives and University-wide business leads. Foster environment for users across all campuses to enhance knowledge on all University business applications. • Development of marketing materials to promote services and enhancements to appropriate end user community. | 20 | * |
| <p><u>User Support</u></p> <ul style="list-style-type: none"> • Test new system functionality, including various combinations of operating systems and browsers and identify potential issues. • Front line support to end users to resolve problems. | 20 | |

Zone Definition Factors

Nature/Complexity of Work

- Maintain a good understanding of how the business application system and Employee Performance Support System are designed and be able to communicate that understanding in a variety of ways that will inform and educate our customers.
- Keep up to date with the latest multimedia methods and web technologies.
- Troubleshoot PC and Macintosh operating system issues and their interaction with other software programs.

Problem Solving/Decision-making

- Respond to business application system software installation inquiries. This requires a good understanding of system resources, web browser compatibility and programming capabilities in order to identify and resolve issues in a timely manner.

Strategic Impact

- Actions and decisions in this job have discernible impact to the image of the Customer Support Team and exert some impact to its long-term success. Errors reflect unfavorably on the individual, the functional area, overall business operations and potentially other functional areas.

Know How

| | | | |
|---|---|--|--|
| Twisting | x | | |
| Crawling | | | |
| Climbing | | | |
| ➤ Ladder | | | |
| ➤ Stairs | | | |
| ➤ Other | | | |
| Walking on rough ground | | | |
| Exposure to changes of temperature/humidity | | | |
| Exposure to dust/fumes/gases/chemicals | | | |
| Being near moving machinery | | | |
| Working from heights | | | |

3. THIS POSITION REQUIRES EMPLOYEE TO:

| Indicate letter in appropriate Space: | LIFT=L | CARRY=C | PUSH=P | PULL-PL |
|---------------------------------------|-----------------------|-------------------|-----------------------|------------------|
| | Less than 2 hrs daily | Up to 2 hrs daily | Between 2-5 hrs daily | Over 5 hrs daily |
| 11 - 24 lbs | x | | | |
| 25 - 49 lbs | | | | |
| 50 - 74 lbs | | | | |
| 75 - 100 lbs | | | | |
| * Over 100 lbs | | | | |

* If the position requires the employee to handle over 50 lbs - please explain

4. POSITION REQUIRES USE OF HANDS OR SPECIAL TOOLS/EQUIPMENT FOR:

| | RIGHT | LEFT | BOTH |
|-------------|-------|------|------|
| Keyboarding | | | x |
| Filing | | | |
| Other | | | |

Explain: _____

5. THIS POSITION REQUIRES ATTENDANCE AT THE WORKPLACE

Job Family Zone Questionnaire

In Each Section, please select one answer that best describes your job:

Knowledge Skills and Abilities:

____ Requires the ability to understand and apply basic job skills, knowledge of several work routines and the ability to apply such routines with minimal interpretation. May possess knowledge of other, related work activities within own functional area. May require the operation of routine equipment/tools. [1]

____ Requires the ability to understand, interpret, apply and communicate information within a specialization and the ability to apply limited analysis in the completion of general functional procedures. May possess knowledge of work activities outside functional area. May require the operation of moderately complex equipment/tools. [2]

__x_ Requires the ability to utilize advanced information within a specialization. Within specialization, possesses the ability to assess/ analyze situations and make adjustments to achieve desired objectives. Possesses knowledge of work activities outside functional area. May require the operation of complex equipment/tools. [3A]

____ Requires the ability to apply, integrate and communicate extensive theoretical information within a recognized professional field. Facilitates and/ or establishes the achievement of functional area objectives. Requires knowledge of all related functional areas. May require the operation of highly complex equipment/tools. [3B]

____ Integrates extensive theories and techniques within related or diverse disciplines to achieve results and/ or establish overall strategic directions. Requires wide-ranging administrative and/or specialized knowledge. May require the operation of highly complex equipment/tools. [4]

Problem Solving/Decision-making:

_____ Decisions/problem resolutions are repetitive and simple and typically guided by standard operating policies and procedures/practices exist. Tasks are clear and specific to a single discipline. [1]

[1]

_____ Decisions/problem resolutions require gathering/reviewing information from several sources. Simple analysis of facts determines course of action to be taken within the limits of standard operating policies and procedures/practices. Tasks are varied and may cross several disciplines. [2A]

_____ Decisions/problem resolutions require interpretation, discretion and judgment based on precedent or standard operating policies and procedures. Tasks are diversified and may require some creativity in dealing with unprecedented activities. [2B]

Decisions/problem resolutions require synthesis/analysis in the use of theories and accepted principles. Programs/projects are governed by broad objectives, policies and/or theories. Requires the use of creativity in dealing with unprecedented activities. [3]

_____ Decisions/problem resolutions require analysis and evaluation of major issues and courses of action impacting the overall direction of the functional area(s). Applies broad concepts and experience in making important decisions. May develop recommendations influencing long-term policies related to major organizational plans. [4]

Interactions:

_____ Regular contact involves receiving and/or referring inquiries as well as giving or obtaining routine information relating to work being done. Requires the use of common business courtesy. [1]

_____ Regular contact that involves giving or obtaining information as well as occasionally exchanging advice and opinions. Requires the use of common business courtesy, tact, discretion and some persuasion to maintain cooperative associations. [2]

Regular contact that involves exchanging advice and opinions as well as occasionally conveying conceptual ideas of a critical and/or long-range nature. Requires the use of judgment, timing, and persuasion to gain cooperation in the face of differences of opinion or controversy. [3]

_____ Regular contact with major Programs/Teams or individuals. Overriding job requirement involves conveying conceptual ideas regarding matters of critical and long-range nature. Significant requirement for diplomacy, timing, and persuasion to gain concurrence or cooperation on operational issues in the face of significant differences of opinion or controversy. [4]

Supervision Received:

_____ Supervised by procedures or by supervisor through periodic monitoring of progress and performance. May have latitude to determine sequence of own work tasks to meet clearly established schedules. [1]

_____ Supervision by procedures or by supervisor through periodic monitoring of progress and performance. Determines sequence of own work tasks to meet established objectives. [2A]

_____ General direction by supervisor by checking on completed tasks. Establishes own work schedule to achieve program objectives. Makes recommendations to superior regarding efficient functioning of program. [2B]

Responsible for conducting specialized assignments or developing programs under only general direction and guidance. [3]

_____ Extensive latitude to work independently in matters that have a broad effect on overall policies, programs and/or areas of specialization. [4]

Supervision Exercised:

May provide incidental guidance to others. [1]

_____ Provides functional supervision that is usually limited to assigning/reviewing work or may serve as work team leader. [2A]

_____ Serves as work team leader. Distributes, schedules, and monitors the progress or work tasks of the program or project. May be involved in the recommendation of personnel actions to manager. [2B]

____ Supervises the work of a project or program that may include hiring, discipline, transfers, promotions, or salary changes within a functional area. May integrate work of two or more programs or one major function/or project. [3]

____ Establishes performance standards for designated programs and/or areas of specialization. Directs staff to include hiring, discipline, transfers, promotions, and salary changes. [4]

Impact:

____ Actions and decisions in this job are limited to the scope of the job, which primarily affect the immediate work group, but occasionally may extend beyond the immediate work group. Errors reflect unfavorably on the individual and may have an adverse impact on the functional area. [1]

____ Actions and decisions in this job have an impact which affects the immediate work group and also extends beyond the immediate functional area. Errors reflect unfavorably on the individual and the functional area.[2]

__x__ Actions and decisions in this job have discernible impact to the short-term performance of the Program/Team and exerts some impact to its long-term success. Errors reflect unfavorably on the individual, the functional area, overall business operations and potentially other functional areas. [3A]

____ Actions and decisions in this job have significant impact to the short-term performance of the Program/Team and exert an impact to its long-term success. The job exerts a considerable impact on decisions and final results typically affecting either an entire functional area or a major university activity; and may have unique accountability for financial and program or project objectives. Errors effect business operations, services and other individuals which may require special interventions to correct. [3B]

____ Actions and decisions in this job exert broad and continuing impact on the future of one or more functional areas. The job exerts a major impact on decisions and final results affecting a major university activity; and/or has accountability for financial and program/project objectives and overall successes. Errors significantly interrupt business operations, services and potentially both internal and external constituents. [4]

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| Summary: | Zone Assignment= IT Specialist | |
| Authorization: | Name: | Date: |
| Human Resources | Sheryl Gartner | |
| Supervisor: | | |
| Administrator: | | |