

Bulleled Definition of Generic Broadband Levels with Descriptors

Band A - Entry/Intermediate/Independent Level Worker

POSITION CONCEPT

- Performs **professional** work at the **entry/intermediate/independent** level

JUDGMENT

- **Higher authority resolves any conflicts** or gaps in guidelines and provides interpretations when necessary
- Competent to independently conduct studies/analyses or treatment of data where the parameters and outcomes are **clearly defined**

ORIGINALITY

- Applies **fundamental** professional principles, techniques and standards
- Complies with well **established** procedures, methods or generally accepted practice

CONTROLS OVER POSITION

- **Close to moderate supervision** on work assignments which are complex
- **Routine work** assignments are periodically reviewed for technical soundness
- Work product subject to substantive **technical review** for conformity to instructions and established rules, procedures and guidelines.

SUPERVISION GIVEN

- **May give work task assignments or instructions** to clerical personnel, technical personnel and/or student help

MINIMUM QUALIFICATION REQUIREMENTS

Education & Experience:

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Possession of a pertinent baccalaureate educational degree and relevant professional experience, possession of the following competencies in technical knowledge, critical thinking skills, communication skills and interpersonal skills:

Knowledge, Skills & Abilities:

- Functional knowledge of principles, practices and techniques in the assigned specialty area(s) demonstrated by knowledge, understanding and ability to apply principles, concepts, methodology and terminology
- Functional knowledge and understanding of principles, theories, federal and state laws, rules, regulations, systems and associated with work specialty
- Demonstrated ability to recognize problems, identify possible causes and resolve the full range problems that may commonly occur in the area of expertise
- Demonstrated ability to understand oral and written documentation, write reports and procedures, and communicate effectively in a variety of situations
- Demonstrated ability to establish and maintain effective working relationships with internal and external organizations, groups, team members and individuals
- Demonstrated ability to operate a personal computer and word processing software
- Other bona fide occupational qualification requirements, i.e. specialized education/training, work experience, knowledge, skill and/or ability, as may be associated with the duties and responsibilities assigned to a position

Equivalencies:

Any equivalent combination of education and/or professional work experience which provides the required education, knowledges, skills, and abilities as indicated.

DESIRABLE QUALIFICATION REQUIREMENTS

A special job related knowledge, skill or ability identified by a program for a particular position that a qualified applicant is not required, but may possess and that have been deemed to be desirable.

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Band B - Journeyworker/Senior Worker/Working Supervisor

POSITION CONCEPT

- Performs complex work of considerable difficulty and diversity of tasks at the journeyworker level, i.e., **fully competent skilled professional**, or at the advanced worker level, i.e., seasoned lead worker or serving as a working supervisor over a staff of professional and/or senior technical personnel who provide the **full range of services** in a subject matter area or field of expertise

JUDGMENT

- **Considerable knowledge** of applicable laws, rules, policies, regulations and procedures in a subject matter area or field of expertise
- Exercises **professional independent judgment** in determining the design, approach and methods necessary to carry out complex assignments of considerable difficulty
- Exercises independent judgment, discretion and creative adaptation in designing an approach and determining a plan to apply broad concepts, subject matter knowledge, professional skills and products, tools and techniques common to the profession and area of expertise for the purposes of successfully fulfilling the **full scope of responsibilities in a subject matter area or field of expertise** for which services are to be delivered while ensuring satisfaction of programmatic and operating goals and objectives, time frames and administrative/operating requirements

ORIGINALITY

- Recognized with commensurate delegated authority as having the expertise to make **final authoritative decisions or effective recommendations**, provide definitive advice and interpretations of policies and procedures and ability to resolve most conflicts in the subject matter area or field of expertise
- Designs and develops new systems, technical features, components, capabilities, guidelines, standards and practices that directly impact the unit and **sets the technical direction** for the unit in the subject matter area or field of expertise
- Decisions made **determine a unit's success and/or compliance** in a subject matter area or field of expertise, impacts all users or service recipients of the unit or

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units serviced by the position and the method, means and manner of services delivered in subject area or field of expertise for the unit or units serviced

CONTROLS OVER POSITION

- **Competent and has authority to act independently** in the conduct professional analyses, interpretations and application of policies and procedures for which there may exist limited or no technical standards or interpretations and where standards or interpretations exist such may not directly apply to a program's specific context and/or needs
- **No technical review** of work product

SUPERVISION GIVEN

- **May supervise** and/or provide work assignments and directions to professionals including **professionals, e.g., independent, journeyworkers and/or subject matter expert level** and/or technical, clerical or student personnel

MINIMUM QUALIFICATION REQUIREMENTS

Education & Experience:

Possession of a pertinent baccalaureate educational degree and relevant professional experience, possession of the following competencies in technical knowledge, critical thinking skills, communication skills and interpersonal skills:

Knowledge, Skills & Abilities:

- Considerable working knowledge of principles, practices and techniques in the assigned specialty area(s) as demonstrated by the broad knowledge and understanding of the full range of pertinent standard and evolving concepts, principles and methodologies
- Considerable working knowledge and understanding of applicable federal and state laws, rules, regulations and theories and systems associated with work specialty
- Demonstrated ability to recognize a wide range of intricate problems, use reasoning and logic to determine accurate causes, and apply principles and practices to determine, evaluate, integrate, and implement practical and thorough solutions in an

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effective and timely manner

- Demonstrated ability to interpret and present information and ideas clearly and accurately in writing, verbally and by preparation of reports and other materials
- Demonstrated ability to establish and maintain effective working relationships with internal and external organizations, groups, team leaders and members, and individuals
- Demonstrated ability to operate a personal computer and word processing software
- For supervisory work, demonstrated ability to lead subordinates, manage work priorities and projects, and manage employee relations
- Other bona fide occupational qualification requirements, i.e., specialized education/training, work experience, knowledge, skill and/or ability, as may be associated with the duties and responsibilities assigned to a position

Equivalencies:

Any equivalent combination of education and/or professional work experience which provides the required education, knowledges, skills, and abilities as indicated

DESIRABLE QUALIFICATION REQUIREMENTS

A special job related knowledge, skill or ability identified by a program for a particular position that a qualified applicant is not required, but may possess and that have been deemed to be desirable

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Band C - Supervisor/Subject Matter Expert

POSITION CONCEPT

- Positions may **function as either as a full supervisor** responsible for directing a program and supervising **subordinate journeyworker(s)/senior worker(s)/working supervisor(s) professionals** and/or senior technical personnel who provide the full range of technical support services in a complex area or field of expertise or **as a recognized highly advanced subject matter expert/advisor/leader on a system/campus-wide basis**, as affirmed by a committee comprised of systemwide representatives, in a specialized subject matter area with responsibility for performing highly complex professional work beyond the senior/working supervisor levels wherein expert technical advice and decisions are final. Subject matter expert **“specialists” regularly exercise considerable depth of knowledge** of one or more highly specialized subject matter areas on a system/campus-wide basis while **broad based expert “general practitioner” experts exercise considerable breadth of knowledge** in a broad range of activities associated with the subject field, wherein the **breadth of knowledge of the “general practitioner” is deemed commensurate with or comparable to the depth of knowledge of the subject matter “specialist”**

JUDGMENT

- Responsibilities and associated expectations include: demonstrated application of extensive knowledge and expertise to develop programs, and operational policies and **provide definitive instructional advice in unprecedented situations** requiring the application of innovative/prototypical and emerging/experimental approaches, technologies or techniques based on seasoned professional experience
- Regularly **advises, interprets and/or makes decisions and/or effective recommendations to senior level administrators and managers** and maintains ongoing dialogues with administrators holding divergent opinions and/or interests for the purpose of reaching agreements and/or resolves issues through negotiations, persuasion and advocacy
- In decision-making and/or formulating recommendations and/or providing services in an area of expertise, positions are responsible for incorporating into decision-making and advisory services the impact of solutions and decisions on policy and programs

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outside the subject matter area or field of expertise and with other existing policies, and administrative/operational and programmatic considerations including impact on and coordination with various program goals, objective and operations, with other support services areas, with larger system and/or other externally controlled support service and with other competing or conflicting factors

ORIGINALITY

- Sets the direction for the **design, development and adoption of procedures and practices** to support the goals and objectives of the system, sub-system/campus or program deemed to be comparable in a subject matter area
- **Actions or decisions** of positions are **program determinant in subject matter area** and impact on the organizational entity's operations, management and contribution to the next higher organizational level's attainment of management goals.
- **Sets the direction** for the development and application of emerging, experimental, prototypical and state-of-the-art technologies and procedures and systems not common to or utilized in the industry or subject matter area
- In context of broadly stated goals set by program management positions are assigned responsibility for service as the subject matter expert and delegated authority or responsibility to formulate the effective recommendations to **resolve all conflicts** between applicable policies and procedures and operational/ programmatic requirements with such decision-making being program determinant in the area of expertise, impacting on system wide operations or serving as a precedent setting interpretation system or sub-system wide
- Positions are expected and empowered with commensurate delegated authority or responsibility for the formulation of effective recommendations to **resolve major areas of uncertainty or interpretation** arising from continuously changing conditions by establishing precedent setting interpretations, originating new criteria, developing changes to applicable policies and procedures or developing new administrative models of operations in a subject matter area or field of expertise
- **Defines, develops and implements** new and innovative administrative **policies, procedures, practices** and/or methods that may deviate from traditional or accepted practices to address changing needs of an operating program and alternative policies, procedures and/or operating practices to address atypical requirements that are unresolvable within existing administrative context, practice or marketed technology

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CONTROLS OVER POSITION

- **Independently determines the methods, means, work priorities** and allocation of resources in a subject matter area or field of expertise
- **No technical review of work products** which are reviewed on the basis of **soundness of judgement** exercised and contribution of work products to broadly stated program goals.
- Independently functions with extensive discretion and authority **without technical supervision**

SUPERVISION GIVEN

- **May supervise** subordinate professionals, e.g. **independent, journeyworkers and/or subject matter expert level** and/or senior or supervisory technical (who provide the full range of technical support services in an area of field of expertise), senior or supervisory clerical, or student personnel

MINIMUM QUALIFICATION REQUIREMENTS

Education:

Possession of a pertinent baccalaureate educational degree and relevant professional experience, possession of the following competencies in technical knowledge, critical thinking skills, communication skills and interpersonal skills:

Knowledge, Skills & Abilities:

- Advanced and comprehensive knowledge and understanding of a wide range of developing and emerging concepts, principles and methodologies of the assigned work specialty area(s).
- Comprehensive knowledge and understanding of a wide range of principles, theories, federal and state laws and systems associated with work specialty.
- Demonstrated ability to understand problems from a broad interactive perspective and use reasoning to discern underlying principles and issues when problem solving, and apply creative thinking to resolve problems in new and unprecedented approaches.

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- Demonstrated written and verbal competence in presenting ideas, concepts and models clearly using persuasion and negotiation to build consensus and cooperation.
- Demonstrated ability to establish and maintain effective working relationships with internal and external organizations, groups, team leaders and members, and individuals.
- Demonstrated ability to operate a personal computer and word processing software.
- For supervisory work, demonstrated ability to lead subordinates, manage work priorities and projects, and manage employee relations.
- Other bona fide occupational qualification requirements, i.e. specialized education/training, work experience, knowledge, skill and/or ability, as may be associated with the duties and responsibilities assigned to a position

Equivalencies

Any equivalent combination of education and/or professional work experience which provides the required education, knowledges, skills, and abilities as indicated.

Desirable Qualification Requirements:

A special job related knowledge, skill or ability identified by a program for a particular position that a qualified applicant is not required, but may possess and that have been deemed to be desirable.

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Band D - Program Administrator/Manager/Foremost Subject Matter Expert in a Highly Specialized/Technical Field

POSITION CONCEPT

- A **program manager/administrator** responsible for directing and managing a program involving either a **highly complex specialized subject area requiring great depth of knowledge** and expertise **or a program with considerable breadth of knowledge** and broad expertise that is **deemed commensurate with or comparable** to the depth of knowledge and expertise associated with **a specialized subject matter area** and provides the overall leadership, planning, direction, organization, program evaluation, development of programmatic short- and long-range goals, objectives and plans, and develops system wide policies with inherent responsibility to serve as a highly influential advisor to University senior executives and/or **definitive policy expert on the program**, it administrative requirements, i.e. statutory, policy and procedural requirements, and associated subject matter area or field of expertise and supervises subordinate level professional supervisors
- **Systemwide recognition as a foremost subject matter expert** (as affirmed by a committee comprised of systemwide representatives) **in a highly technical and/or specialized field** function as the top-level contributor essential to the development and direction of unprecedented initiatives having significant University wide, statewide or comparable impact on a program or field of expertise and which **typically involves the application and/or adaptation and application of state-of-the-art and/or “cutting edge” ideas, concepts and issues**

JUDGMENT

- A position is recognized on a Universitywide and/or statewide basis as **the foremost expert** in the area of expertise involving the performance of the most advanced administrative staff support work in a highly specialized functional area with responsibility to **exercise seasoned expert judgement** while providing senior University executives and administrators with **advice inherent in which there exists a high degree of uncertainty and risk**, because no precedent exists or where guidelines conflict or do not exist with **decisions having direct and far reaching impact on the University’s ability to comply with federal, state, audit, and/or other external regulatory agencies’ compliance requirements and compliance with Board policies,** the program’s ultimate success or failure, the program’s policies, procedures and implementation activities, and the program’s administrative

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operations.

ORIGINALITY

- Provides leadership by setting the direction and initiating critical thinking and analysis in the **formulation and execution of policy**, to insure programmatic effectiveness, lawful compliance, and satisfaction of operational goals, **designs systems** involving several concurrent sequential phases to implement; and **executes programs, policies**, procedures and practices in coordination with other University programs
- **Sets the direction and provides leadership** in developing broad based strategies for the University and its campuses and such strategies may deviate from the norm or accepted theories, concepts and practices

CONTROLS OVER POSITION

- Works within broad policy statements and/or program objectives the position justifies, negotiates, persuades and sets direction and provides leadership for the program with **authority to make decisions or authority to make effective recommendations that are program determinant in a subject matter area or field of expertise.**

SUPERVISION GIVEN

- **Supervises** subordinate staff of professionals including **professional journeyworkers, subject matter experts** and/or supervisors and/or technical and clerical personnel

MINIMUM QUALIFICATION REQUIREMENTS

Education & Experience:

Possession of a pertinent baccalaureate educational degree and relevant professional experience, possession of the following competencies in technical knowledge, critical thinking skills, communication skills and interpersonal skills:

Knowledge, Skills & Abilities:

- Extensive knowledge of pertinent information technology principles, concepts and issues in assigned specialty area(s) including unconventional theories and new

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developments to issues and problems, and generation and development of new hypotheses and theories.

- Extensive knowledge of innovative, emerging and state-of-the-art principles, concepts and principles, emerging theories, the most current federal and state laws and associated rules, regulations and interpretations and systems associated with work specialty.
- Demonstrated ability to develop short- and long-term plans of actions, understand problems from a broad interactive and interconnected perspective, use unconventional reasoning to discern broad underlying principles and issues when problem solving, and apply innovative and precedent-setting thinking to resolve problems of large scope and impact.
- Demonstrated written and verbal mastery in presenting ideas, theories, issues and models clearly and accurately using persuasion and negotiation to build consensus and cooperation and provide long-term direction and leadership.
- Demonstrated ability to establish and maintain effective working relationships with internal and external organizations, groups and individuals.
- Demonstrated ability to operate a personal computer and word processing software.
- For supervisory work, demonstrated ability to lead subordinates, manage work priorities and projects, and manage employee relations.
- Other bona fide occupational qualification requirements, i.e. specialized education/training, work experience, knowledge, skill and/or ability, as may be associated with the duties and responsibilities assigned to a position

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