

**CORNELL UNIVERSITY**  
**STAFF POSITION DESCRIPTION**

Date: 10/31/07

The university job title classification will be determined in accordance with the [Position Classification Process](#).  
*Please refer to the [Guidelines for Preparing the Staff Position Description](#) prior to completing this document.*

Current Incumbent, if any: \_\_\_\_\_ Position #: 128628  
University Job Title: Programmer/Analyst III Pay Band: F  
Working Title (if different): LEPP Business IT Systems Analyst Exempt: X Nonexempt:   
Department Name: LEPP (Laboratory for Elementary-Particle Physics) Dept Code: LNS  
Immediate Supervisor's Name and University Job Title: Ray Helmke – LEPP Computing Facility Dir.

**POSITION SUMMARY and PREFERRED QUALIFICATIONS** are combined for any associated posting.

**POSITION SUMMARY:** Explain the purpose for the position and summarize the responsibilities.

Provide IT leadership and support for LEPP in development and implementation of business IT systems with emphasis on project management.

**REQUIRED QUALIFICATIONS:** Specify required minimum equivalency for education, experience, skills, information systems knowledge, etc.

Bachelor's degree, with concentration in business systems and IT, and three to five years experience providing business systems IT development, implementation and support for technical organization. Candidate must have expertise in general project management, WBS, resource planning, database and data analysis, and web application development.

**PREFERRED QUALIFICATIONS:** Specify preferred specialized education, field and/or certifications.

Experience with Cornell's business applications is desirable, as well as proven effectiveness in team-based IT support of a large-scale research project. Three plus years experience in project management (MS Project Server/Professional), Windows (and some Linux) operating system programming, including database (SQL, MySQL, MS SQL 2000/2005, MS Access), data analysis (advanced MS Excel, pivot reports, Hyperion Brio), Visual Basic, perl, html, and Web system deployment; software contract negotiation, vendor interaction, technical user support and server/workstation hardware details.

**CORNELL UNIVERSITY**

**Staff Skills for Success**

*(The following skills are essential for individual and organizational success)*

**SKILLS**

**EXAMPLES OF DEMONSTRATED BEHAVIOR**

**Inclusiveness**

- Shows respect for differences in backgrounds, lifestyles, viewpoints, and needs in reference to areas such as ethnicity, race, gender, creed, and sexual orientation
- Promotes cooperation and a welcoming environment for all
- Works to understand the perspectives brought by all individuals
- Pursues knowledge of diversity and inclusiveness

**Adaptability**

- Is flexible, open and receptive to new ideas and approaches
- Adapts to changing priorities, situations and demands
- Handles multiple tasks and priorities
- Modifies one's preferred way of doing things

**Self Development**

- Enhances personal knowledge, skills, and abilities
- Anticipates and adapts to technological advances as needed
- Seeks opportunities for continuous learning
- Seeks and acts upon performance feedback

**Communication**

- Demonstrates the ability to express thoughts clearly, both orally and in writing
- Demonstrates effective listening skills
- Shares knowledge and information
- Asks questions and offers input for positive results

**Teamwork**

- Builds working relationships to solve problems and achieve common goals
- Demonstrates sensitivity to the needs of others
- Offers assistance, support, and feedback to others
- Works effectively and cooperatively with others

**Service-Minded**

- Is approachable/accessible to others
- Reaches out to be helpful in a timely and responsive manner
- Strives to satisfy one's external and/or internal customers
- Is diplomatic, courteous, and welcoming

**Stewardship**

- Demonstrates accountability in all work responsibilities
- Exercises sound and ethical judgment when acting on behalf of the university
- Exercises appropriate confidentiality in all aspects of work
- Shows commitment to work and to consequences of own actions

**Motivation**

- Shows initiative, anticipates needs and takes actions
- Demonstrates innovation, creativity and informed risk-taking
- Engages in problem-solving; suggests ways to improve performance and be more efficient
- Strives to achieve individual, unit, and university goals

**RESPONSIBILITIES/ESSENTIAL FUNCTIONS:** List the position's assigned responsibilities and estimate percentage of annual time spent on each responsibility. Include only the essential functions that are fundamental and necessary to the

position.

	Approximate % of time, Annualized
<p>Acting in an IT leadership role for the Laboratory of Elementary-Particle Physics, evaluate, acquire, develop, implement, deploy and support project management related software systems at LEPP. Activities include:</p> <ul style="list-style-type: none"> <li>- evaluate software technologies for project management; select/recommend deployment at LEPP</li> <li>- obtain in-depth knowledge of Lab. project management needs for major new project activity</li> <li>- lead team of Lab technical and business experts investigating software solutions for proj. mgmnt.</li> <li>- develop vendor relationships, evaluate products, perform tests on commercial solutions</li> <li>- negotiate software contract(s) with vendor(s)</li> <li>- coordinate with Lab. project team, deploy complex software solution at Lab.</li> <li>- lead test and evaluation effort to determine efficacy of software to our needs</li> <li>- successfully coordinate functions of web and database software components with project software,</li> <li>- provide training and guidance to Lab. technical/business personnel in use of software</li> <li>- determine modifications of software needed to address Lab's needs,</li> <li>- implement modifications and/or interact closely with commercial support staff for same,</li> <li>- determine long-term efficacy of sftwr. solutions in light of Lab's plans for major (&gt;&gt;\$300M) project.</li> </ul>	50%
<p>Provide IT leadership to evaluate, acquire, develop, implement, deploy and support other business software systems at LEPP. Activities are similar to those listed above for project management software. Types of business software would include but not be limited by:</p> <ul style="list-style-type: none"> <li>- tools to project/compare/reconcile budget information for IT expenditures,</li> <li>- software for recording time worked against different accounts and categories.</li> <li>- vacation/sick leave recording, approving, reconciling, and reporting,</li> <li>- laboratory stockroom inventory/signout/stock level/accounting software,</li> <li>- credit card operation at laboratory events,</li> <li>- management of account transfers for purchase/use of computing resources by Lab. collaborators,</li> </ul>	35%
<p>As part of the LEPP computer group, assist in performing a broad range of IT support functions as needed. Duties might include: provide support for Intel-based Windows 2K/XP/03 and Linux workstations, servers, and parallel processing node farms; maintain familiarity with Intel/AMD hardware components, Windows 2K/XP/03 and Linux operating system based software components and key software support tools; evaluate user needs, propose solution configurations, select; install systems, provide software administration and perform hardware/software maintenance for PC's; provide user PC consulting, troubleshooting, and training.</p>	10%
<p>Assume significant responsibility for providing and coordinating IT support of Laboratory workshops, seminars, and events. Activities would include:</p> <ul style="list-style-type: none"> <li>- assess IT needs,</li> <li>- coordinate IT resource requirements with event stakeholders,</li> <li>- arrange on-site IT provided IT resources (wired/wireless network, A/V, power, etc.),</li> <li>- identify, allocate, arrange transport/setup/teardown, of Lab. supplied IT resources,</li> <li>- create/maintain event web site,</li> <li>- arrange for credit card payment transactions</li> <li>- delegate and supervise activities of computer group and other staff providing event IT support</li> </ul>	5%
	<i>Revised 7/03</i>

## **FACTOR EVALUATION**

### **I. Education**

**Describe the minimum level of knowledge/education or equivalency required to perform competently in the position. Specify the field of study or area of training/certification. Include any formal training, certification and/or degrees required:**

Description and specific examples:

Bachelor's degree, with concentration in business systems and IT, and three to five years experience providing IT development, implementation and support for technical organization.

### **II. Experience**

**Describe the minimum amount of job-related experience (including on-the-job training), areas of experience and specific skills and abilities needed in addition to the above-noted level of knowledge/educational equivalency to perform competently in the position:**

Description and specific examples:

Three plus years experience in Windows operating system programming, including database and Web system deployment, business system software, technical user support and server/workstation hardware details.

### **III. Supervision Received**

**Describe the extent of supervision, instruction, or direction the position receives in performing the job responsibilities:**

Description and specific examples:

General supervision provided by director of LEPP computing facility. Most activities coordinated through computer group job meetings and interactions with key business stakeholders at the Lab.

### **IV. Supervision Given**

**Describe the position's responsibility for supervising, directing, or instructing others, including student and temporary employees:**

Description and specific examples:

Provide direct supervision to student employees in writing/implementing/supporting business and other system software components.

Provide on-the-job guidance, counsel and instruction to technical staff members of LEPP in project management, Windows operating system, data base, web interface, and network related projects.

## V. Complexity and Scope

**Describe in detail the frequency, complexity and scope of the position's requirement for the application of reasoning, analytical thought, creativity, and innovation:**

Description and specific examples:

The business and project management system deployment of this position require sophisticated decisions involving complex interactions with existing and emerging procedures/requirements of the Lab. It is necessary to assess and resolve problems requiring careful reasoning and analysis of multiple symptoms considered against an expanding knowledge base of technical information.

## VI. Accountability

**Describe the position's decision making responsibility and accountability through scope of impact on operations and/or resources of a section, department, college, unit or University :**

Description and specific examples:

The person in this position has responsibility for business and project management software systems that are critical to the Laboratory's ability to successfully manage major new research projects at the scale of tens to hundreds of million dollars.

## VII. Contacts

**Describe the type and extent of contacts with individuals, including other University employees, individuals outside the University, and students:**

Description and specific examples:

There are frequent contacts with faculty, laboratory staff, graduate students, and scientists from other departments and collaborating universities concerning project management methodology, software, applications, system administration, workstation hardware and network related issues.

Contacts involve technical consultation, problem resolution, training, and policy interpretation, with person in position often required to persuade others of necessary course of action.

The position works closely with technical suppliers and software vendors, negotiating purchases, implementing new software solutions, and resolving problems related to business and project management systems, data base, Web and applications software..

## VIII. Information Management

**Describe the role of the position in managing information and communication utilizing computers and other technologies. Include the complexity, degree of programming and other skills required.**

Description and specific examples:

Information technology and management is inherent in every aspect of this position.

Over a broad range of information technologies, the position requires knowledge and frequent use of communications protocols, applications interfaces, GUI interfaces, command languages, data base query languages, scripting languages and use of programming languages.

Complex applications, requiring programming and requiring complex interaction with other applications are created, modified, and adapted to LEPP use by this position.

**IX. Work environment**

**Describe the type and extent of physical effort, mental and visual concentration, and exposure to potential hazards in which the position regularly operates:**

Description and specific examples:

Physical effort involves some lifting of desktop computers, computer monitors and other computer equipment (limited to approx. 50 lb.).

Mental and visual concentration is required much of the time in use of computer workstation for project plans, databases, spreadsheets, documentation, web pages, etc.

**GENERAL COMMENTS**