

AGENCY:

INCLUSION/EXCLUSION

Position Type:

- IT Worker
- IT User

Exclusion Rationale for User:

IF IT WORKER

Position Expertise

- Professional
- Paraprofessional

IF Professional:

- Staff
- Supervisor
- Manager

IF Manager:

Managerial Criteria

- IT Manager
- Senior IT Manager
- Does not meet IT/Sr IT Manager Criteria

Exclusion Rationale for Manager:

Primary Job Family:

Secondary Job Family:

Recommended Job Family:

RATING

1. Technical Know How



225	Baseline understanding of principles and theory with areas(s) of responsibility (gained through multiple years of progressive experience, training or formal education in area of assignment) and is developing depth of knowledge and practical application. Capable of participating in specialized projects under direction of a higher level information technology professional. Skilled in the diagnosis, troubleshooting and/or maintenance of information technology systems. New technology (as applicable): Learn to operate and maintain new technology; assist in transitions.
450	Fully competent, professional working knowledge of the principles, concepts and methodology at a proficient level in area(s) of assignment which has been gained by job experience or relevant advanced education (graduate degree or certifications about what is necessary for know-How level 1). Requires competence to work on the majority of assignments independently with the exception of the most complex. Work is primarily focused on the modification, development or maintenance of existing technology. new technology (as applicable): Learn to operate and maintain new technology; assist in transitions.
675	Advanced knowledge of a wide range of principles, concepts and practices in the assigned area(s) which would be gained through extensive experience and skill in applying this knowledge to complex work assignments. Requires competence to independently work on all levels of assignment (including most complex) and provide guidance to lower level staff on complex issues. New technology (as applicable): Integration of new technology, setting up/transitioning to new systems and/or dealing with the complex issues related to new technology.
900	Mastery of a professional field. Consistently applies strategic expertise with comprehensive knowledge and understanding of assigned area(s). Understanding of full business process (including anticipation of future needs), strategic direction, impact on internal/external stakeholders and internal organizations. Provides technical consulting on complex projects. Difficult to find qualified candidates for position, limited candidate pool. New technology (as applicable). Research recommended and guide the integration of new technology.

TECHNICAL KNOW HOW SCORE:

2. Scope

215	Singular: This is where a position is assigned work primarily in one specialty area, a single area specialist.
430	Multiple Components: This is where a position is assigned work that involves cross-divisional, regional or agency integration.
645	Multifaceted: <ul style="list-style-type: none">• Required to perform organization wide work in several different job families, or• A position in a large organization required to perform inter-departmental (across regions, administrations) or multi-organization work in several different related AND/OR unrelated job families.

SCOPE SCORE:

3. Impact



150	Single user impact (at a time).
225	Single or multiple department(s) (multiple users at once).
	Organization-wide (impacts an entire agency/higher-ed institution) or multiple agencies/higher-ed-institutions.
356	Impact is via systems that collect state revenue e.g. tax collection systems, fishing licenses, (excludes public health, safety or benefit delivery systems). Systems the state relies on to collect revenue or in Higher Education tuition collection systems.
450	Impact is via systems that distribute funds e.g. eligibility benefits; child support payments, or systems with direct impact to public health and safety. Systems citizens rely on for cash benefits, health and/or safety needs.

IMPACT SCOPE SCORE:

0.33	Minor - (indirect impact) work is reviewed to minimize impact.
0.50	Contributory - position is advisory or impact is shared with supervisor or part of a team.
0.75	Independent - position has decision making authority for area of responsibility within established limits.
1.00	Single Point of Failure - Position with singular responsibility or unique knowledge and no redundancies (no other position that can perform the work).

IMPACT ACCOUNTABILITY RATE:

TOTAL IMPACT SCORE:

(Impact Scope Score x Impact Accountability Rate = Total Impact Score)

4. Problem Solving

150	Resolves problems requiring standard analysis and the application of established or routine solutions.
225	Resolves problems requiring analysis and the discernment of the most suitable solution(s)/processes(s) available. Selects from "in the box"/best practice models/strategies to solve problems.
300	Devises methods and processes to analyse/evaluate problems. Problems require deviation from routine or available solutions for resolution.
375	Problems require the development of creative/innovative solutions, including new methods/procedures/approaches.

PROBLEM SOLVING SCORE:

TOTAL SCORE:

(Technical Know How + Scope + Combined Impact + Problem Solving)