Job Classification Specification

Campus Operations & Protection Specialist 3

Position Summary

Responsible for handling a variety of assigned highly complex projects in campus operations. Applies expert level subject matter knowledge. Formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. Decisions are guided by policies, procedures and business plan. Operates independently with guidance and oversight from manager by exception.

TYPICAL TASKS (These examples do not include all possible tasks in this work and do not limit the assignment of related tasks in any position of this class.)

Formulates and defines systems scope and objectives based on both user needs and a thorough understanding of business systems and industry requirements.

Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operation time, and form of desired results.

Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirement specifications.

Possesses full technical knowledge of most phases of systems analysis, but also considers the business implications of the application of technology to the current and future business environment.

Is recognized as an expert within the organization, both within and beyond own function.

Anticipates internal and/or external business challenges and/or regulatory issues; recommends process, product or service improvements.

Solves unique and complex problems that have a broad impact on the business.

Contributes to the development of functional strategy.

Leads project teams to achieve milestones and objectives.

Operates without day-to-day supervision in a complex environment.
Campus Operations & Protection Specialist 3 (cont’d)

Operational Role

Modifies practices and procedures to improve efficiency and quality; searches for better ways to effectively achieve end results by, for example, scheduling work steps, arranging/re-arranging the way work is generally performed, and adding or deleting elements of processes as necessary.

Scope of Measurable Impact

Actions tend to affect a department or critical project outcomes; performance results tend to relate to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, and resource allocation/effectiveness.

Independence and Decision-Making

Work is focused on and regulated by specific personal goals and milestones; generally can act based on own judgment as long as actions adhere to policy and operating procedures, and remain focused on objectives -- seeking assistance only when highly difficult issues arise or when confronted with problems of considerable material or political consequence.

Complexity and Problem Solving

Problems are frequently unique and unexpected. Resolution of issue needs expert level knowledge of discipline and the ability to push back on internal processes to determine the root cause of the issue. Issues are those that have campus or university wide impact.

Required Qualifications

Requires BA/BS with at least 10 years of experience; often runs a department that requires in depth understanding of two or more subject areas, or oversees a highly specialized/technical area. Often has developed a specialty area (or areas of expertise) in which he/she is recognized as particularly proficient.

Effective 2/24/14