

PROFESSIONAL BAND JOB FAMILY

Job Family Title Progression	Education/ Experience/ Knowledge	Technical Excellence (Analysis/DM)	Supervision	Customer Focus	Communication	Teamwork	Innovation	Unique Competencies
Analyst	BA + 0-2 Years experience or equivalent.	Entry level: Makes timely decisions on problems/issues requiring immediate attention. Gathers, analyzes, and integrates information from a variety of sources to understand and arrive at solutions to problems.	Normally receives general instructions on routine work, detailed instructions on new projects or assignments.	Responds to customer requirements, expectations, needs and complaints. Understands the importance of connections between the department and customer departments. Meets customer needs. Records/Reports customer feedback or advises customers of options for providing feedback.	Writes/speaks clearly and succinctly in varied settings and styles, conveying messages effectively. Actively listens and accurately restates others' views. Shares knowledge in a timely manner, appropriate to each audience.	Builds working relationships to solve problems and achieve common goals. Sensitive and respectful to the needs of others. Offers assistance, support, and feedback to others. Participates effectively in resolving shared challenges. Shares credit appropriately and does not undermine others for own gain.	Flexible, open and receptive to new ideas and approaches. Usually adapts to changing priorities, situations and demands. Modifies preferred way of doing things to support organizational objectives, goals and priorities. Shares new ideas for consideration. Handles multiple tasks and priorities and adjusts to ambiguity and change positively.	
Sr. Analyst	BA + 3-5 or MA + 1-2 years experience or equivalent.	Intermediate level: Bases decisions on sound logic and rationale. Detects inaccuracies or flaws in reasoning. Gathers, analyzes and integrates the most important information from a variety of sources to understand the problems or issues and arrive at sound solutions.	Normally receives little instruction on day-to-day work, general instructions on new assignments.	Identifies customers' requirements, expectations, and needs. Searches actively for ways to improve customer service. Actively supports connections between the department and customer departments. Provides workable options to meet customers' needs and options/opportunities for customer feedback.	Writes/speaks in an effective, persuasive and inspiring manner in varied settings, tailored to each audience. Uses humor and nonverbal behavior to make points and hold attention. Active listening and encouraging others to share knowledge and information. Provides rationale to support position.	Invites and builds upon the input of others. Promotes, supports, and influences cooperation from others. Seeks/gives constructive feedback to improve group accomplishments. Confronts actions that are or border on the unethical. Facilitates effective interaction and contribution of co workers.	Switches roles and procedure easily to facilitate change and can be relied upon to help others in this process. Keeps an appropriate level of composure, patience, and a generally positive outlook under trying circumstances, may occasionally show hesitation or frustration. Shares new ideas for consideration. Accepts frustration or rejection openly without becoming defensive.	
Specialist	BA + 6-10 or Ma + 4-8yrs experience or equivalent	Senior level: Probes deeply into issues and problems, looking psat symptoms to determine the underlying causes. Clearly defines, gathers, analyzes, and integrates only the most relevant information needed to understand problems/issues to arrive at optimal solutions. Makes sound decisions on complex functional issues and problems. Chooses the best alternative based on consideration of pros, cons, tradeoffs, timing, and available resources.	Normally works from Major Goal s and objectives	Anticipates customer requirements, expectations, and needs. Searches for significant ways to improve customer service. Facilitates connections between the department and customer departments. Finds new ways and takes active steps to involve entire unit in ensuring customer value. Develops/provides flexible options to enable employees to meet customers' unique, varied needs. Provides customer with a variety of options for offering feedback.	Highly effective, persuasive and tailored writing/speaking styles to varied audiences conveying messages in an organized and professional manner. Provides solid rationale to support their position. Expresses self in an engaging and impactful way while guaging audience reactions and adapting accordingly.	Consistently leads colleagues to inspired cooperation and teamwork in support of college/unit/university goals. Actively seeks and gives respectful and constructive feedback among colleagues, improves own actions in response, and encourages others to do the same. Consistently develops opportunities for self and colleagues to improve working relationships and work outcomes.	Adapts quickly and resourcefully to competing demands and shifting priorities. Repsonds constructively to rejection or frustration; learns from the experience. Shows versitility in response to a wide range of situations. Identifies novel solutions to old problems, generating innovative ideas and solutions. Encourages new ways of looking at problems, processes or solutions. Tries out new ideas, methods and technologies. Is willing to experiment and take risks in trying a different approach.	