### University Information

<table>
<thead>
<tr>
<th>Org/College:</th>
<th>Office of the Provost</th>
<th>Department:</th>
<th>Office of the Registrar</th>
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<tbody>
<tr>
<td>UI Job Code:</td>
<td>PAB2</td>
<td>Pay Level:</td>
<td>4A</td>
</tr>
<tr>
<td>Job Function:</td>
<td>Administration</td>
<td>Job Family:</td>
<td>Business Analyst</td>
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<tr>
<td>University Classification:</td>
<td>Business Analyst</td>
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### Department Information

<table>
<thead>
<tr>
<th>Org/Dept/Sub-dept #:</th>
<th>02-4615-00000</th>
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<tbody>
<tr>
<td>Position #:</td>
<td>00109847</td>
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<tr>
<td>Position Type:</td>
<td>P&amp;S, Regular</td>
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<tr>
<td>Working Title (if applicable):</td>
<td>Curriculum Analyst, Degree Audit</td>
</tr>
<tr>
<td>This Position Reports to (Title/Position #):</td>
<td>Associate Registrar / #00226912</td>
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<tr>
<td>Position Has Administrative Supervision?</td>
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**Position Overview:** The Curriculum Analyst for the Office of the Registrar will encode and maintain degree audit reporting system requirements using a vended system (uAchieve) and a homegrown student information system (MAUI) in accordance with University policies and academic degree requirements as described in the General Catalog. Serve as a member of the Registrar's Curriculum team in support of academics and student success across campus. Work closely with school/college and departmental staff to analyze program of study requirements, develop consistent encoding standards and practices, and provide expert guidance on suitable encoding solutions while balancing the needs of students, advisors and other users of the degree audit system. May encode exceptions upon request.

### Position Information

**Key Areas of Responsibility**

**Existing Process/System Monitoring, Evaluation & Reengineering (PAB2):** Identify business system solution requirements by analyzing work processes and operations. Create problem escalation plans and manage reporting processes. Monitor issues escalated to technical support staff to ensure proper resolution has been implemented. Assist in researching & contributing to development of cost-benefit analyses of alternatives. Assist in and maintain delivered solutions.

- Annual maintenance of degree audit report programming using the General Catalog as authoritative source.
- Assist with technical upgrades, ongoing maintenance and the continuous improvement of the degree audit reporting system and degree audit reports.
- Cultivate a broad understanding of the curriculum management system to ensure consistency between degree audits, planned curriculum, and sample plans of study.

**New Process/System Design and Testing (PAB2):** Prepare content builds, programs, and/or modify system tables and setting to create application programs and reports. Test system changes for usability, performance and adherence to standards. Verify results with stakeholders.

- Creation of new program of study degree audit reports using the General Catalog as authoritative source.
- Develop proposals for automation of degree audit tasks and work closely with programmers throughout all phases of development.
- Develop and apply consistent testing processes across all applications.
- Participate in opportunities to collaborate with u.Achieve users from other institutions.

**Support, Training and Implementation (PAB2):** Provide moderately complex user support. Develop training materials. Provide individual training and go-live support.

- Assist end users in understanding the abilities of the degree audit report.
- Create and utilize consistent messaging using common language to help provide support and training for end users.
- Participate in ongoing trainings to seek opportunities to improve existing processes.
Process/Project Management (PAB2): Serve as liaison supporting communication among internal staff to identify and track installation issues. Analyze user feedback and identify recurring, standard revisions and enhancements. Maintain documentation on assigned project requirements.

- Document, update, and improve policies and procedures involving all aspects of the degree audit reporting system.
- Troubleshoot issues and resolve problems in collaboration with IT, Registrar, and campus users.

Universal Competencies

Collaboration/Positive Impact | Proficiency Level: Extensive
Ability to work with a variety of individuals and groups in a constructive and civil manner and utilize existing resources and learning to achieve or exceed desired outcomes of current and future organizational goals/needs.

- Ensures time, resources, energy, learning opportunities, and actions are focused on priorities important to the changing workplace.
- Identifies and resolves disagreements/conflicts in early stages.
- Promotes a safe, fair, respectful environment in which concerns can be addressed effectively.
- Recommends changes to work practices and policies to achieve desired outcomes.

Diversity, Equity and Inclusion | Proficiency Level: Working
Ability to work with a variety of individuals and groups in a constructive and respectful manner while appreciating the unique contribution of an inclusive workforce that brings together the talents of people across multiple identities, including race, creed, color, religion, national origins, age, sex, pregnancy, disability, veteran or military status, sexual orientation, gender identity, or associational preferences.

- Maintains productive work relationships while considering multiple perspectives.
- Demonstrates awareness of one’s own and others’ social identities (e.g. race, gender, disability status, religion, etc.) and their relevance in the workplace.
- Resolves cross-cultural conflicts effectively.
- Articulates the unit’s commitment to diversity, equity and inclusion and the reasons for its importance.
- Engages in personal and professional development on issues related to diversity, equity, and inclusion.

Service Excellence/Customer Focus | Proficiency Level: Extensive
Ability to meet or exceed customer service needs and expectations and provide excellent service in a direct or indirect manner. Ability to effectively transmit and interpret information through appropriate communication with internal and external customers.

- Participates in developing a variety of effective ways to deal with service challenges.
- Models service delivery and coaches others to deliver excellent service in a variety of settings.
- Communicates well with peers, leadership and external constituents.
- Utilizes various methods for information sharing and information gathering. Modifies processes to enhance service.

As part of performing the key areas of responsibility and competencies described above, staff members are expected to meet reasonable standards of work quality and quantity, as well as expectations for attendance established by their supervisor. Staff members are also expected to comply with policies governing employee responsibilities and conduct, including those contained in the University Operations Manual.

Position Technical Competencies and Proficiency Levels

Problem Solving | Proficiency Level: Working
Knowledge of approaches, tools, techniques for recognizing, anticipating, and resolving organizational, operational or process problems; ability to apply this knowledge appropriately to diverse situations.

- Uses fact-finding techniques and diagnostic tools to identify problems.
- Identifies and documents specific problems and resolution alternatives.
- Helps to analyze risks and benefits of alternative approaches and obtain decision on resolution.
- Examines a specific problem and understands the perspective of each involved stakeholder.
- Uses a specific discipline or approach to problem solving and resolution.

Process Management | Proficiency Level: Working
Knowledge of business process improvement tools and techniques and ability to understand, monitor, update, or enhance existing business or work processes.
- Walks through steps, decisions, measurements, dependencies and hand-offs for a specific process.
- Creates process flow or workflow diagrams.
- Identifies and monitors common process bottlenecks.
- Employs process flows, cycle time, process time and waste concepts as appropriate.
- Documents types of process decisions and potential impact of each decision.

### Project Management
**Proficiency Level:** Working

*Ability to plan, organize, monitor, and control projects, ensuring efficient utilization of technical and administrative resources, to achieve project objectives.*

- Plans, estimates, and executes relatively simple projects.
- Assists in detailed project plans including cost, schedule, and resource requirements.
- Asks key questions of stakeholders during the planning stage.
- Provides input to track project progress and status.
- Produces standard project status reports.

### Training and Development
**Proficiency Level:** Working

*Knowledge of employee training and development methodologies; ability to ensure that a target population has the knowledge and skills required to meet both tactical and strategic objectives.*

- Follows appropriate processes used in assessing the learning needs of a target population.
- Develops live and media-based instructional programs using proper training methods.
- Implements training processes for discovering the learning needs of employees.
- Provides guidance and support to ensure that participants using self-study methods meet their learning goals.
- Explains the methods used in the evaluation of learning outcomes.

### Business Process Design
**Proficiency Level:** Extensive

*Knowledge of business process design techniques that encourage a critical, fresh look at key processes and focus on optimizing organizational performance; ability to apply this knowledge appropriately to diverse situations.*

- Has led multiple business process design or re-engineering initiatives.
- Trains others to identify and implement required infrastructure to support specific processes.
- Assesses potential implications of re-engineering for multiple functions or departments.
- Demonstrates mastery of re-engineering concepts, methods, and tools.
- Redesigns or enhances business processes to meet regulatory requirements.
- Participates in design and implementation of a supporting organizational structure.

### Effective Communications
**Proficiency Level:** Extensive

*Understanding of effective communication concepts, tools and techniques; ability to effectively transmit, receive, and accurately interpret ideas, information, and needs through the application of appropriate communication behaviors.*

- Effectively translate curricular and advisory information into an understandable degree audit, advising, and reporting tool.
- Ability to use summarization and simplification techniques to explain complex technical concepts in simple, clear language appropriate to the audience.
- Communicates well downward, upward, and outward.
- Employs appropriate methods of persuasion when soliciting agreement.
- Maintains focus on the topic at hand.
- Adapts documents and presentations for the intended audience.
- Reviews others' writing or presentations and provides feedback and coaching.
- Demonstrates both empathy and assertiveness when communicating a need or defending a position.

### Position Qualifications

#### Education and Experience Required
- A Bachelor’s degree in Computer Science, Business, or an equivalent combination of education and experience is required.
- Some (minimum one year) related experience, preferably working in higher education, degree audit encoding, data or policy analysis, academic planning, curricular management, or an academic advising setting.

#### Competencies Required
- Demonstrates a working proficiency in each of the following areas:
  - Knowledge of business process design techniques that encourage a critical, fresh look at key processes and focus on optimizing organizational performance; ability to apply this knowledge
appropriately to diverse and complex situations using logic, analytical techniques and deductive reasoning.

- Ability to **contribute to and support a team-based work environment** with a variety of individuals and groups in a constructive manner while appreciating the unique contribution of diverse individuals.
- Able to **work collaboratively and creatively on complex projects** that may involve many stakeholders and/or competing priorities.

- Demonstrates an **extensive proficiency** in:
  - Understanding of **effective communication** concepts, tools and techniques; ability to effectively transmit, receive, and accurately interpret ideas, information, and needs through the application of appropriate communication behaviors.

### Desirable Qualifications

- Experience working in higher education.
- Experience with testing, prototyping, and implementing software.
- Familiarity with student and curricular data in student information systems and degree audit systems (preferably uAchieve) used in higher education.
- Familiarity with database structure and SQL.