

## **Systems & Procedures Manager - Job Standards**

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

### KNOWLEDGE OF WORK:

Knows how to document tasks, work methods, and work processes, and helps department managers to make visible what employees do, how they do it, and how long it normally takes to complete each task

Knows how to conduct time and motion studies to determine the most productive and effective means for organizing tasks, manipulating tasks, and completing work assignments

Is computer literate; knows how computers work and how the capabilities of the computer can be harnessed to achieve efficiencies and productivity

Understands what a organization is, it's uniqueness, what it wants to accomplish, and in what parameters of service, profitability, and contemporary work methodology

### QUALITY OF WORK:

Employs a scientific approach -- identifies, analyzes, experiments, tests, confirms -- to work analysis  
Is able to separate the material from the trivial; concentrates on truly significant systems and procedures

Investigates several options before recommending one course of action or another

Involves other in analysis -- those who would be impacted by change -- to obtain the fullest perspective on all pro's and con's resulting from change

Produces sound output -- whether software, in manual form, or otherwise -- that has been tested, proofed and is readily useable by end users

### QUANTITY OF WORK:

Establishes an approved Project List with senior management, with corresponding time tables for starting and completion dates, and maintains that plan schedule

Determines appropriate lead times necessary to develop RFP's (Request for Proposal), receive proposals, select vendors, and schedule projects relating to systems

Prepares progress reports to inform management about project status, person-hours and costs involved to date, anticipated completion dates and estimated overall human resource and other costs

Sets up a project monitoring system for each project and follows up to ensure projects are being completed on time, within budget estimates and at the contracted level for quality and performance

### PROBLEM ANALYSIS:

Approaches problems scientifically; gathers facts, tests theories, examines root causes, tests alternatives, before coming to a recommended conclusion

Confers with several systems vendors, seeks input, and compares analysis and solutions before striking out in one direction or another

Documents all problem resolutions: cause, impact, solution, experience with solution, probable approach to resolving similar problems