

University of Nebraska Central Administration
Job Description

General Information

Working Job Title: SAP Change Management Specialist (49302317)	Job Family: Information Technology	Job Family Zone: Specialist
Position Number:	Department Name: SAP Team	SAP Organization Unit Number: 2325
Employee's Name:	Date of Last Update: 5/24/2018	Title of Supervisor: SAP Change Management Lead
SAP Personnel #:	Last Updated By: Don Mihulka	Name of Supervisor: Shannon Poppe

Position Summary

Responsible for applying knowledge of business and management principles to identify, assess, and create business processes that improve technical and end-user system experiences. Assists with coordinating and communicating system changes to appropriate technical and functional users. Works closely with the SAP Change Management Lead and provide additional SAP support to all areas within SAP Finance, Human Resources, Procurement and Portal business functions.

Duties & Responsibilities

Indicate % of time spent and indicate with an "*" the duties & responsibilities that are essential functions of this job. Arrange this list of duties in order of importance.	% of Time	Essential Functions
<p>Business Process & Systems Support:</p> <ul style="list-style-type: none"> • Analyze data gathered and develop solutions, process changes and enhancements for SAP end-user functionality and Change Management processes • Coordinates with ITS-ES technical resources in support of SAP Change Management technologies and initiatives • Provide design input in the Portal Development team, especially as it relates to the user experience, interacts with customers to garner feedback and rate enhancements • Assist with testing and validation of system enhancement or maintenance processes • Assess user problems and procedures, such as system change and information flow • Assist with management and resolution of the Firefly helpdesk email account • Assist with management and resolution of SAP Firefly related helpdesk tickets in ITSM system 	40%	*
<p>Communication:</p> <ul style="list-style-type: none"> • Coordinate and communicate applicable request for change documents for system changes • Establish relationships and interact with peer colleagues, professional organizations and applicable product vendors • Assist with communication aspects of SAP managed business processes • Provide assistance to SAP team primary resource groups and SAP business leads & coordinators • Support the Change Management Lead for campus Change Management, Training and Documentation functions 	30%	*

<ul style="list-style-type: none"> Coordinate the design, preparation, delivery and analysis of the biannual SAP survey 		
Training & Documentation: <ul style="list-style-type: none"> Work with SAP business leads to maintain business process documentation Assist with the development of online and self-directed training materials As directed, update and publish SAPPHIRE content. 	25	*
Professional Development Actively seek to acquire advanced subject area expertise through a network of Higher Education and SAP community contacts, change management specific seminars and workshops and general interest conferences.	5%	

Zone Definition Factors

Nature/Complexity of Work

Responsible for working with the SAP business leads, ITS-ES developers and campus contacts to manage the change management aspect of development projects. This position provides support for those projects, which requires understanding of affected business processes and exceptional communication skills.

Problem Solving/Decision-making

This position is responsible for identifying the course of action to assure successful communication and documentation of system business processes. This requires analysis and solution of any number of communication related issues. The effectiveness of those decisions will be reflected in the degree of user understanding and acceptance of business process enhancements.

Strategic Impact

This position will assist in making recommendations to implement a strategy for user communications, including the technologies used to deliver such information. This strategy affects not only the effectiveness of information delivery, but the cost of delivery as well.

Know How

The ability to work effectively with all levels of technical and functional users. Strong time management skills and multi-tasking capabilities and excellent communication and inter-personal skills. Ability to work in a diversified team environment. Requires a general knowledge and awareness of all business processes in multiple subject areas, as well as the process of user interaction, and excellent oral and written communication skills.

Technical Know How

Awareness of the technologies used to deliver user communications and information, including the Portal and documentation management tools.

Interactions

This position will require extensive collaboration with the SAP Change Management Lead, as well as working with the other SAP business leads, ITS-ES technical teams and campus contacts for user interaction and communication. Also interactions with peers and vendors.

Supervision

This position exercises functional **Supervision** over special projects.

This position receives guidance and **Supervision** from SAP Change Management Lead.

Minimum Qualifications

Bachelor's degree in any generalist, technology or communication specific field.

At least 2 years' experience with SAP required;

At least 2 years' experience in relevant user communication, training, and documentation roles required.

Equivalent combination of education, experience, that provides the required knowledge, skills, and abilities may be considered.

Physical Requirements

1. **General Physical Requirements** Indicate the appropriate response for an eight hour day:

	Circle the appropriate number of hours								<i>Indicate intermittent or constant</i>		
	0	1	2	3	4	5	6	7	8	Intermittent	Constant
Sit	0	1	2	3	4	5	6	7	8	X	_____
Stand	0	1	2	3	4	5	6	7	8	X	_____
Walk	0	1	2	3	4	5	6	7	8	X	_____
Drive Motor Vehicle	0	1	2	3	4	5	6	7	8	_____	_____
Explain											

2. THIS POSITION REQUIRES:

	Occasionally (less than 2 hrs daily)	Between 2 - 5 hrs daily	Over 5 hrs daily
Squatting	_____	_____	_____
Bending	_____	_____	_____
Kneeling	_____	_____	_____
Reaching	_____	_____	_____
➤ Overhead	x	_____	_____
➤ Forward	x	_____	_____
➤ Low	x	_____	_____
Twisting	x	_____	_____
Crawling	_____	_____	_____
Climbing	_____	_____	_____
➤ Ladder	_____	_____	_____
➤ Stairs	x	_____	_____
➤ Other	_____	_____	_____
Walking on rough ground	_____	_____	_____
Exposure to changes of temperature/humidity	_____	_____	_____
Exposure to dust/fumes/gases/chemicals	_____	_____	_____
Being near moving machinery	_____	_____	_____
Working from heights	_____	_____	_____

3. THIS POSITION REQUIRES EMPLOYEE TO:

Indicate letter in appropriate Space:	LIFT=L	CARRY=C	PUSH=P	PULL-PL
	Less than 2 hrs daily	Up to 2 hrs daily	Between 2-5 hrs daily	Over 5 hrs daily
11 - 24 lbs	L,C,P,PL	_____	_____	_____
25 - 49 lbs	_____	_____	_____	_____
50 - 74 lbs	_____	_____	_____	_____
75 - 100 lbs	_____	_____	_____	_____
* Over 100 lbs	_____	_____	_____	_____

* If the position requires the employee to handle over 50 lbs - please explain

4. POSITION REQUIRES USE OF HANDS OR SPECIAL TOOLS/EQUIPMENT FOR:

	RIGHT	LEFT	BOTH
Keyboarding	_____	_____	X
Filing	_____	_____	_____
Other Explain:	Use of routine business/office equipment.		

5. THIS POSITION REQUIRES ATTENDANCE AT THE WORKPLACE

Job Family Zone Questionnaire

In Each Section, please select one answer that best describes your job:

Knowledge Skills and Abilities:

_____ Requires the ability to understand and apply basic job skills, knowledge of several work routines and the ability to apply such routines with minimal interpretation. May possess knowledge of other, related work activities within own functional area. May require the operation of routine equipment/tools. [1]

_____ Requires the ability to understand, interpret, apply and communicate information within a specialization and the ability to apply limited analysis in the completion of general functional procedures. May possess knowledge of work activities outside functional area. May require the operation of moderately complex equipment/tools. [2]

 X Requires the ability to utilize advanced information within a specialization. Within specialization, possesses the ability to assess/ analyze situations and make adjustments to achieve desired objectives. Possesses knowledge of work activities outside functional area. May require the operation of complex equipment/tools. [3A]

_____ Requires the ability to apply, integrate and communicate extensive theoretical information within a recognized professional field. Facilitates and/ or establishes the achievement of functional area objectives. Requires knowledge of all related functional areas. May require the operation of highly complex equipment/tools. [3B]

_____ Integrates extensive theories and techniques within related or diverse disciplines to achieve results and/ or establish overall strategic directions. Requires wide-ranging administrative and/or specialized knowledge. May require the operation of highly complex equipment/tools. [4]

Problem Solving/Decision-making:

_____ Decisions/problem resolutions are repetitive and simple and typically guided by standard operating policies and procedures/practices exist. Tasks are clear and specific to a single discipline. [1]

_____ Decisions/problem resolutions require gathering/reviewing information from several sources. Simple analysis of facts determines course of action to be taken within the limits of standard operating policies and procedures/practices. Tasks are varied and may cross several disciplines. [2A]

_____ Decisions/problem resolutions require interpretation, discretion and judgment based on precedent or standard operating policies and procedures. Tasks are diversified and may require some creativity in dealing with unprecedented activities. [2B]

 X Decisions/problem resolutions require synthesis/analysis in the use of theories and accepted principles. Programs/projects are governed by broad objectives, policies and/or theories. Requires the use of creativity in dealing with unprecedented activities. [3]

_____ Decisions/problem resolutions require analysis and evaluation of major issues and courses of action impacting the overall direction of the functional area(s). Applies broad concepts and experience in making important decisions. May develop recommendations influencing long-term policies related to major organizational plans. [4]

Interactions:

_____ Regular contact involves receiving and/or referring inquiries as well as giving or obtaining routine information relating to work being done. Requires the use of common business courtesy. [1]

_____ Regular contact that involves giving or obtaining information as well as occasionally exchanging advice and opinions. Requires the use of common business courtesy, tact, discretion and some persuasion to maintain cooperative associations. [2]

 X Regular contact that involves exchanging advice and opinions as well as occasionally conveying conceptual ideas of a critical and/or long-range nature. Requires the use of judgment, timing, and persuasion to gain cooperation in the face of differences of opinion or controversy. [3]

_____ Regular contact with major Programs/Teams or individuals. Overriding job requirement involves conveying conceptual ideas regarding matters of critical and long-range nature. Significant requirement for diplomacy, timing, and persuasion to gain concurrence or cooperation on operational issues in the face of significant differences of opinion or controversy. [4]

Supervision Received:

_____ Supervised by procedures or by supervisor through periodic monitoring of progress and performance. May have latitude to determine sequence of own work tasks to meet clearly established schedules. [1]

_____ Supervision by procedures or by supervisor through periodic monitoring of progress and performance. Determines sequence of own work tasks to meet established objectives. [2A]

_____ General direction by supervisor by checking on completed tasks. Establishes own work schedule to achieve program objectives. Makes recommendations to superior regarding efficient functioning of program. [2B]

Responsible for conducting specialized assignments or developing programs under only general direction and guidance. [3]

Extensive latitude to work independently in matters that have a broad effect on overall policies, programs and/or areas of specialization. [4]

Supervision Exercised:

May provide incidental guidance to others. [1]

Provides functional supervision that is usually limited to assigning/reviewing work or may serve as work team leader. [2A]

Serves as work team leader. Distributes, schedules, and monitors the progress or work tasks of the program or project. May be involved in the recommendation of personnel actions to manager. [2B]

Supervises the work of a project or program that may include hiring, discipline, transfers, promotions, or salary changes within a functional area. May integrate work of two or more programs or one major function/or project. [3]

Establishes performance standards for designated programs and/or areas of specialization. Directs staff to include hiring, discipline, transfers, promotions, and salary changes. [4]

Impact:

Actions and decisions in this job are limited to the scope of the job, which primarily affect the immediate work group, but occasionally may extend beyond the immediate work group. Errors reflect unfavorably on the individual and may have an adverse impact on the functional area. [1]

Actions and decisions in this job have an impact which affects the immediate work group and also extends beyond the immediate functional area. Errors reflect unfavorably on the individual and the functional area. [2]

Actions and decisions in this job have discernible impact to the short-term performance of the Program/Team and exerts some impact to its long-term success. Errors reflect unfavorably on the individual, the functional area, overall business operations and potentially other functional areas. [3A]

Actions and decisions in this job have significant impact to the short-term performance of the Program/Team and exert an impact to its long-term success. The job exerts a considerable impact on decisions and final results typically affecting either an entire functional area or a major university activity; and may have unique accountability for financial and program or project objectives. Errors effect business operations, services and other individuals which may require special interventions to correct. [3B]

Actions and decisions in this job exert broad and continuing impact on the future of one or more functional areas. The job exerts a major impact on decisions and final results affecting a major university activity; and/or has accountability for financial and program/project objectives and overall successes. Errors significantly interrupt business operations, services and potentially both internal and external constituents. [4]

Summary:	Zone Assignment= Specialist	
Authorization:	Name:	Date:
Human Resources	Sheryl Gartner	August 2018
Supervisor:		
Administrator:		