**Writing a Job Description for IT at UBC**

**IT Career Framework implementation**

One of the foundational pieces to forming a career within IT at UBC is the utilization of the IT career framework and job description templates. It is important that all M&P IS&T Job Descriptions follow these instructions in creating job descriptions. This will ensure we maintain the integrity of the Career Framework and allow candidates and staff the opportunity to see how they can grow and maintain their career at UBC.

**Some pointers before you get started:**

1. Use clear, concise language. Don’t use ambiguous or elaborate language. The goal is to be literal, not literary. Job Descriptions should include all necessary information, but as a general rule of thumb, if it exceeds 5 pages (including competencies) it is too long.
2. Use non-discriminatory language.
3. Describe only the duties, skills and knowledge required of the position, and avoid describing personal traits.
4. Be accurate about the duties and responsibilities of the position – don’t understate or overstate them.
5. Describe the position as it exists today – not how it was in the past, or how it will be in the future.

NOTE: the ongoing Performance Review is the mechanism to set regular goals and objectives as well as individual development plans. This is not part of the job description and does not need to be included.

1. Avoid technical terms, acronyms or abbreviations. If you must use acronyms or abbreviations, use the full term the first time followed by the acronym or abbreviation in brackets.
2. The skills, knowledge and attributes that you require in the job description should be directly related to the duties and responsibilities performed in the “work performed” section of the job description.
3. Education, certification, specific UBC training or experience should not be stated as requirements of the position, unless you can demonstrate that they are essential to the duties and responsibilities of the position, or unless they are required by law or a relevant licensing body.
4. If you are having difficulty completing the job description, seek the assistance of HR.

**INSTRUCTIONS:**

1. Go to [www.itcareerframework.ubc.ca](http://www.itcareerframework.ubc.ca) and locate the Career Framework information. Here you will find a copy of the career framework and associated job description templates. Locate the job description template that fits 50% or more of the **core duties** of the position.
2. You will note that there are sections that have been pre-populated which should not be altered as they are the foundation of the career ladder for each position. These include:
   * Job summary
   * Work performed – core duties section
   * Skills – competencies section
3. If you are updating an existing job description as part of the Career Framework implementation, you will elaborate on the job summary, and complete the specific duties section and all remaining sections as noted in the following example. These sections should be completed by referencing the associated **current** classification of the staff member in the [M&P IS&T guidelines](http://www.hr.ubc.ca/compensation/job-families/mp-job-family-descriptions/occupational-guidelines/). You will want to review experience required, and if it doesn’t align, you may need to go back to step #1.
4. In performing #3 above, you notice that the staff members duties have changed and therefore a [change in classification](http://www.hr.ubc.ca/compensation/job-evaluation-classification/reclassification/staff/) is warranted, please consult HR first, and then follow standard procedures for re-classification.

**If you do not see a job description template that applies, you may need to create a unique job description. If this is the case, please contact your HR representative for assistance in creating a new description, assigning an appropriate job title and competencies.**

1. If you have several staff members who share exactly the same job description you do not need to create multiple copies. Simply reference the individual’s names with the job description when you forward it to HR for processing.
2. Once you have completed the job description, forward the job description to your HR representative. They will review and provide you with any feedback on any adjustments that need to be made. Once the job description is finalized, it will be processed through the position management system.

NOTE: For other M&P jobs that exist in your organization, you may want to take this opportunity to introduce core and role based competencies into the job description and ensure that the current duties performed are accurately reflected on the Job Description. Please work with HR and the Program Director to assist in this exercise.

**JOB/POSITION DESCRIPTION TEMPLATE**

**Position Identification:**

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| --- | --- |
| Career Ladder: |  |
| Business Title: |  |
| Department Code: |  |
| Department Name: |  |
| Level: |  |

**Job/Position Summary:**

There are 1-2 sentences that have been pre-populated. **These have been pre-populated and should not be altered as they comprise a integral part of the IT Career Framework**

These are not to be changed as they are part of the Career Framework. If you wish to further describe the position in this summary, provide one or two sentences to augment the purpose of the position. This may be expressed in terms of duties to be performed, results to be achieved or key contributions to be made.

**Organizational Status:**

Provide a brief description of the unit to give the position’s context.

Describe the relationships, interactions and liaisons with other functions and the nature of these relationships. Include the positions to which the position reports, works with, contacts (both internally and externally) and supervises.

**Work Performed:**

The “work performed” section is comprised of two sections. The first is “core duties” which is template for the position and should not be changed as these duties are common across all jobs with this title. The “specific duties” should relate to duties which are job specific such as technologies or programs an individual may work with, or tools they may use to their job.

Specific Duties:

Identify the **specific** responsibilities of the position. Should relate to duties which are job specific such as technologies or programs an individual may work with, or tools they may use to their job.

***List responsibilities in order of importance.***

Use words that clearly and consistently describe the actual nature of the responsibility. For example, use of “manage” or “lead” indicates full accountability for the area vs. “coordinate”, “support” which indicates a contribution to, but not full accountability.

1. Write one clear statement for each major duty. For some statements, you may need to elaborate with supporting information.
2. List statements in descending order of importance, and begin each with an action verb.
3. Construct each statement to include:
   * “What” – use a verb to describe what action is being performed;
   * “How” – indicate how the action will be performed, use terms like “based on”, “by using” or “working with”. Describe the knowledge, information, tools/equipment/materials, or people that are necessary for the action.
   * “Why” – indicate the reason the action is performed, and clarify what the goal is, how it will satisfy a need, who has the need and what it is.

If applicable, outline specific conditions of employment and/or working conditions.

Core Duties:

**Core duties have been pre-populated and should not be altered as they comprise an integral part of the IT Career Framework.**

**NOTE:** Any duty that will involve less than 5% of the job is not normally considered a major duty. These duties are addressed in a general statement at the end of the core duties section, which indicated “and performing other related duties”.

**Consequence of Error/Judgment:**

Describe the level of decision making expected, and if the work will be subject to checking and by whom.

Describe the types of situations or problems that would require exercising judgment, and describe the consequences of inappropriate judgment exercised by the position.

**Supervision Received:**

Outline the level of supervision the position receives.

**Supervision Given:**

If applicable, outline the level of supervision the position is given.

NOTE: for Education/Work Experience and Skill section, ensure you enter in details from the M&P IS&T guidelines and augment as required)

**Education/Work Experience:**

List the minimum educational qualifications required for the position as well as any additional preferences.

List the minimum work experience required for the position as well as any additional preferences.

**Skills:**

List the skills, or abilities that are necessary to be successful in the position.

**Competencies:**

**Competencies have been pre-populated on each of the job description templates and should not be altered as they comprise an integral part of the IT Career Framework.** There are three core competencies that are common across all job descriptions and three role based competencies specific to a job ladder. The proficiency levels are specific to the position within the ladder.

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| --- | --- |
| **Core Competencies:** | **Proficiency Level**: |
| Collaboration:  Collaborates with other members of formal and informal groups in the pursuit of common missions, vision, values, and mutual goals. Places team needs and priorities above individual needs. Involves others in making decisions that affect them. Draws on the strengths of colleagues and gives credit to others' contributions and achievements. |  |
| Communicating for Results**:**  Clearly and effectively transmits technical and business concepts, ideas, feelings, opinions, and conclusions orally and in writing. Listens attentively and for comprehension. Reinforces words through empathetic body language and tone. |  |
| Problem Solving:  Anticipates, identifies, and defines problems. Seeks root causes. Develops and implements practical and timely solutions. |  |
| **Role Based Competencies:** | **Proficiency Level**: |
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