Job Description Questionnaire (JDQ)
Professional Staff Instructions

What is the JDQ?  The Job Description Questionnaire (JDQ) is a critical document that identifies and describes the major duties, essential functions and minimum qualifications of a position. In addition, the Job Description provides general employment information such as title, organizational structure, and funding sources. The JDQ is used to establish market comparators and benchmarks, set compensation, create job announcements, post vacancies, communicate expectations, and set performance standards.

Who Completes the JDQ?  Completion of this form should be a joint effort by both the incumbent and the supervisor. However, the supervisor is responsible for the final content and accuracy of the job information provided. If the JDQ is being completed for a new or vacant position, the supervisor and/or department head should complete the JDQ. Due to the electronic format of this document, all Job Descriptions need to be reviewed/authorized by the Dean/Director prior to routing to the Appointing Authority (President, Provost and Vice Presidents) and Human Resources.

Nondiscrimination:  Boise State University does not discriminate against an individual with a disability in regard to job application procedures, the hiring or discharge of employees, employee compensation, advancement, job training, and other terms, conditions, and privileges of employment.

Organizational Charts:  A current organization chart depicting this position and its reporting relationship to other positions must be attached.

Certification:  It is the responsibility of the employee, supervisor, and Appointing Authority (President, Provost and Vice Presidents) to ensure that the information contained within is an accurate representation of the job duties and responsibilities assigned to this position. By checking the approval area below, you are certifying that to the best of your knowledge, the information contained in this document accurately reflects the duties and responsibilities of this position.

Check the Appropriate Box Below to Certify Approval or Disapproval:

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<td>TBD, Project Manager</td>
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<td>Christine Bauer, Assistant Director</td>
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<td>Janet Atkinson, Director</td>
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Position Control Number:  TBD  Date Completed:  September 2014  Mail Stop:  1120

Department:  eCampus Center, Extended Studies

Position Title:  Project Manager

Employee Name:  TBD

Supervisor Name & Title:  Christine Bauer, Assistant Director  Phone:  426-5903

Work Location:  Yanke Family Research Park, 220 E. Parkcenter Blvd., Boise, ID  83706  Months per Year:  12

Account Code(s) and % Distribution:
TBD  100%

FLSA Code:
( ) E – Executive
( ) A – Administrative
( ) P – Professional
( ) C – Covered

HRS Use Only

Analyst:  Date:

Market Title:

Benchmark:  ( ) CUPA  ( ) Other
1. JOB DESCRIPTION PURPOSE:

(  ) Professional Staff Classification/Compensation Review (PSSAP

(X) New Position

(  ) Change in Position’s Functions - Classification/Compensation Review Needed

(  ) Update Job Description – Classification/Compensation Review Not Needed

A. How has this position changed since the last job description was prepared?
N/A

B. Indicate why changes occurred:
N/A

2. PURPOSE OF THE JOB:
Reporting to the eCampus Assistant Director, this position is responsible for managing and insuring the successful completion of all instructional design and production projects, communicating with and coordinating tasks for project stakeholders, and proactively creating and organizing all project-related documentation and reports. This position fulfills a key responsibility in the success of the instructional design services unit.

3. MAJOR RESPONSIBILITIES AND JOB DUTIES

Project Management & Tracking (E-25%)
- Coordinate and participate in the overall planning, workflow processes, and management of instructional design and production projects.
- Manage project risk and provide reports to eCampus Center management team and stakeholders to understand all vital aspects of assigned projects including all individual task assignments.
- Collaborates with team members and faculty subject matter experts to transfer project goals into clear, actionable, concise project tasks.
- Track all instructional design and production projects and workflow processes to help team managers prioritize and assign tasks.
- Manage and track detailed project requirements and schedules, project changes and milestone completion.
- Closeout completed projects by obtaining formal sign-offs and producing final reports/budget summaries
- Work with Business Manager to manage project budgets.

Oversee Permanent, Temporary, and Student Employees Assigned to Projects (E-20%)
- Ensure completion of task assignments made for any assigned staff and ensure that follow up occurs.
- Work with team managers to set priorities and balance workloads between staff to ensure project needs are met and project goals are achieved.
- Provide day-to-day coordination of the staff assigned to the projects.
- Provide input for informal/formal annual employee performance evaluations and provide performance plan/termination recommendations.
- Primary contact for contracted vendors where applicable.
- Other duties as assigned to help ensure a successful project.

Project Coordination & Communication (E-20%)
- Manage communication and coordination aspects of all instructional design/production projects, including, but not limited to, coordinating meetings and conference calls with internal staff/resources and external stakeholders, managing project activities/tasks while maintaining positive working relationships with staff/stakeholders, communicating relevant project information (changes in the project schedule or requirements, unexpected challenges/opportunities, etc.) to all team members and project stakeholders.
- Proactively communicate with project constituents to maintain strong relationships and achieve University goals.
- Support team managers in administrative and logistical planning, scheduling and coordination of resources for instructional design/production projects.
- Communicate and collaborate in a professional manner, both orally and in written form, with multiple and varied audiences using a variety of mediums (email, phone, web conferencing, presentations, etc.).

Project Documentation, Reporting & Process Improvements (E-20%)
- Develop and manage all project-related documentation and reports including, but not limited to, project plans, schedules, agreements/forms, resource staffing matrices, meeting agendas/minutes/summaries/presentations, project briefs/reports, etc.
- Prepare reports to help team managers make highly informed decisions regarding the availability and stewardship of team resources.
Project Manager, TBD

- Responsible for managing employees’ internal submissions into online database/project management tracking software to ensure the completion, consistency and integrity of data submissions.
- Generate internal and external project related data (database, customer relationship management) to ensure required information and notes are updated and maintained.
- Assist in data compilation through Excel, Access, and other software applications.
- When appropriate work with Research Retention Analyst to leverage learner analytics and conduct research to inform project requirements and address design/development challenges.
- Actively work with team members and stakeholders to continually improve project management and communication processes.
- Determine and report on achievement of expected benefits/measurements of success through systematic process/project audits.
- Use and analyze internal project management processes and proposes process improvements to team managers.
- Any other duties and special projects as assigned.

Division of Extended Studies and the eCampus Center (E-10%)

- Successfully develop and maintain positive, collaborative, respect-based relationships with co-workers, customers, and stakeholders within and outside of Boise State.
- Complete and balance multiple work projects, respond with adaptability to rapidly changing priorities, and work well under pressure. Proven work performance that is reliable, dedicated, productive and exhibits strong self-initiative.
- Provide effective customer-service and to actively listen and appropriately respond to colleague, stakeholder and supervisor needs/requests.
- Work effectively both independently and cooperatively as a member of a team. Willingness to take direction, remain open and amenable to instruction, and quickly acquire/learn/share new knowledge/skills when needed.
- Exhibit professionalism and integrity through excellent verbal and written communication skills, as well as demeanor.
- A strong desire to thrive, engage, and work effectively in a dynamic, highly collaborative, results-driven, and interactive environment.
- Flexibility in adapting to a fast-changing environment to meet the needs of the department and the priorities of the university. Work with supervisor to periodically review, update and modify job description as needed.
- Support the programs and activities of Extended Studies staff. Represent Boise State, ES, and the Center professionally on appropriate committees, task forces, and work groups.
- Perform other duties as required.

Professional Development (E-5%)

- Work with supervisor to develop a professional development plan with annual goals to accomplish the plan. Actively pursue excellence, effectiveness, and efficiency.
- Online education is an evolving field in higher education. As such it is important that all professional staff members dedicate at least 1 hour per week to become and remain current in the areas most relevant to their position through activities including reading the recent literature, educational activities, and networking.
- Identify emerging trends that add value to the work of the eCampus Center, incorporate them or recommend improvements, and strive to ensure that Boise State’s practices are current.
- Work with supervisor to identify the areas of most importance and best avenues to pursue.

4. BUDGETARY RESPONSIBILITY:

None

5. SUPERVISION:

Is this position responsible for the supervision of other positions?

( X) Yes ( ) No

A. If Yes, Describe Responsibilities:

This position will act as a 2nd level supervisor to Boise State staff and students. During projects various resources will be assigned and require management and supervision. All assignments will be temporary and not permanent. This position will:

- Provide day-to-day coordination of the staff assigned to the projects.
- Work with team managers to set priorities and balance workloads between staff to ensure project needs are met and project goals are achieved.

B. Please List Employee(s) Supervised:

N/A

6. ORGANIZATIONAL RELATIONSHIPS:
**Internal**: Establish and foster essential relationships critical for the ongoing design and development of online courses and programs. Those relationships include the following:

- Reports directly to eCampus assistant director and works closely together to ensure and provide project management support to instructional design teams, academic programs and online faculty.
- Works closely with the eQIP coordinator, IDC/retention specialist, team managers, and all team members of the eCampus Instructional Design Unit.
- Works closely with all other members of the eCampus Center who support eCampus Instructional Design Services, program development, and course development projects.

**External**: Establishes and fosters essential relationships critical for the ongoing development of eCampus programs and courses. Those relationships include the following:

- Occasionally works with academic colleges and departments including deans, chairs, support staff, and faculty members.
- Works collaboratively with project leads and the faculty member subject matter expert to coordinate project planning and documentation.
- Occasionally works with technical and academic support staff in various offices including Academic Technologies and Office of Information Technology to effectively facilitate project management.
- Coordinates closely with staff in academic support units including the Albertsons Library.

7. **DECISION MAKING:**

Describe the most difficult decisions this job requires an incumbent to make, impact of decision(s), the consequence of error, extent to which these decision(s) is reviewed, and what problems are taken to your supervisor for final decision.

- Decisions related to project management, scheduling & tracking in a fast paced environment. Poor decisions would be damaging to the successful implementation of the eCampus Strategic Plan and the creation of new online programs in the desired timeframe.
- Decisions related to project planning, coordination & communication. Poor decisions would be damaging to the reputation of the eCampus Center and the university's college/departments.
- Decisions related to project documentation, reporting & process improvements. Poor decisions would be damaging to the unit's ability to ensure timely delivery of high quality online courses and programs, and to the successful implementation of the eCampus Strategic Plan.

8. **OTHER ADDITIONAL INFORMATION/REQUESTS:**

Please include any additional information you believe Human Resources needs to know about this position or include title change requests, etc.

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**SUPERVISOR'S SECTION**

1. **EDUCATIONAL LEVEL:**

Indicate the minimum education level required to perform the responsibilities of this position at the entry level (consider and report Minimum Qualifications as though the position were vacant). A BA or equivalent is the minimal educational level for Professional Staff positions.

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<td>Master's Degree or Equivalent</td>
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2. **EXPERIENCE:**

- Bachelor's degree in an appropriate field from an accredited college or university (business/marketing, management information systems, communications, English/technical communications, or related field).
  
  - Two (2) years of experience:
    - Effectively and efficiently organizing and tracking projects and resources.
    - Coordinating teams of diverse individuals.
  
  - Demonstrated experience, solid knowledge, skills and proficiency with:
    - Technology tools able to effectively and efficiently manage multiple, complex projects such as utilizing spreadsheets and databases to enter, track, analyze data and produce reports.
3. SKILLS / KNOWLEDGE:

And, the demonstrated ability to:

- Manage a large number of simultaneous course design/production projects each semester. Each project is completed by a multi-expert team including faculty, instructional designer, and production team members.
- Apply project planning methodologies and project management strategies to ensure that tasks/projects are completed on time and within budget in a coordinated manner. Analyze progress and data accurately, organize effectively, and pay intense attention to detail.
- Successfully develop and maintain positive, collaborative, respect-based relationships with co-workers, customers, and stakeholders. Communicate proactively and effectively to team members in different functional groups made up of diverse individuals to ensure they fulfill their task responsibilities on time. Negotiate schedule conflicts and changes in a positive, productive manner.
- Willingly, effectively and proactively communicate and collaborate with colleagues, supervisors and stakeholders. Listen actively and respond appropriately to colleagues, stakeholders and supervisor needs/requests. Understand verbalized need of information related to daily operations or project planning and translate and communicate that into effective documentation/reporting to diverse stakeholders.
- Handle difficult and sensitive situations, using sound, independent judgment. Analyze, resolve, and develop long-term solutions to a wide variety of complex/unpredictable problems.
- Efficiently manage personal work time and effort.
- Work effectively both independently and cooperatively as a member of a team. Willingly take direction, remain open and amenable to instruction, and quickly acquire/learn/share new knowledge/skills.
- Provide effective customer-service and to actively listen and appropriately respond to colleague, stakeholder and supervisor needs/requests.
- Complete and balance multiple work projects, respond with adaptability to rapidly changing priorities, and work well under pressure. Proven work performance that is reliable, dedicated, productive and exhibits strong self-initiative.
- Exhibit professionalism and integrity through excellent verbal and written communication skills, as well as demeanor.
- Exemplify a strong desire to thrive, engage, and work effectively in a dynamic, highly collaborative, results-driven, and interactive environment.

A. PREFERRED EDUCATION AND EXPERIENCE:

- Master’s degree in appropriate field from an accredited college or university could be of benefit.
- Three (3) years of project management experience coordinating creative teams to ensure project goals are met on time and with high-quality.
- Experience utilizing/customizing project management software is a plus.
- Work experience in a higher education setting or government organization with ERP and business processes.
- Experience working with MS SharePoint and/or dashboard development.
- Strong knowledge of pivot tables, v-lookups, graphs, embedded formulas, etc. in Excel is also preferred. Database query experience is a plus.
- Experience with distance education that demonstrates personal and/or professional knowledge and hands-on involvement with the field.

B. SPECIFIC EQUIPMENT OR SKILLS REQUIRED:

See above

C. LICENSURE OR CERTIFICATION REQUIREMENTS:

NA.

4. ORGANIZATIONAL CHART:

Please see attached.

5. PHYSICAL DEMANDS:

If physical demands for the position exceed those described below, list and describe those additional physical demands

General Office - Exerting up to 10 pounds of force occasionally (Occasionally: activity or condition exists up to 1/3 of the time) and/or a negligible amount of force frequently (Frequently: activity or condition exists from 1/3 to 2/3 of the time) to lift, carry, push, pull, or otherwise move objects, including the human body. General office work involves sitting most of the time, but may involve walking or standing for brief periods of time.