

# DACUM Research Chart for System Specialist

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# DACUM Research Chart for System Specialist

Duties		← Tasks →					
<b>A</b>	<b>Manage Department Databases</b>	A-1 Customize department database (e.g., PBS, records registration, foundation)		A-2 Create department registration restriction codes	A-3 Define user's security access	A-4 Manage user's security rights	
		A-12 Release department database to production	A-13 Maintain department database	A-14 Address department database issues (e.g., lock-ups, slow performance)		A-15 Resolve department database user problems (e.g., user education, access issues)	
<b>B</b>	<b>Manage Individual Projects</b>	B-1 Create project timetable	B-2 Identify project benchmarks	B-3 Establish project budget	B-4 Coordinate project activities with department		
<b>C</b>	<b>Create Department Reports</b>	C-1 Write queries (e.g., SQL, Raiser's Edge)	C-2 Create employee benefits & compensation reports (e.g., STRS, OBES)	C-3 Create analytical reports (e.g., donor category, giving society)		C-4 Create financial reports (e.g., detail, LYBUNT)	
		C-10 Execute de-registration process	C-11 Execute re-bill process				
<b>D</b>	<b>Provide Project Management Support</b>	D-1 Purchase office supplies	D-2 Process mail (e.g., email, voice mail, snail mail)	D-3 Maintain office equipment (e.g., copier, fax)	D-4 Set up laptops for department use	D-5 Maintain files (e.g., personnel, donor)	
		D-11 Assign faculty to class schedule	D-12 Assign faculty contracts	D-13 Process employee leave forms (e.g., sick, vacation, family medical)		D-14 Process payroll deductions	
		D-21 Provide clerical back-up support (e.g., phone, mail, reception)		D-22 Create new employee access to network/email/voicemail systems		D-23 Remove employee access to network/email/voicemail systems	
		D-30 Enter payroll data (e.g., Colleague, database)	D-31 Recommend adding & removing classes from quarter schedule		D-32 Control department budget expenditures per account		
		E-1 Analyze department student cost ratio report	E-2 Analyze department enrollment statistics	E-3 Analyze academic reports (e.g., missing grade, enrollment)		E-4 Analyze department faculty workload reports (e.g., annual, quarterly)	
		F-1 Recommend software enhancements/upgrades		F-2 Define scope of software upgrade/enhancement		F-3 Coordinate execution of software upgrade/enhancement with IT/other departments	
<b>G</b>	<b>Provide Systems Training to Users</b>	G-1 Create system documentation (e.g., Colleague, Raiser's Edge, Webtime)		G-2 Create system users training manual	G-3 Create system users training log-in	G-4 Create systems users training rights	

A-5 Create user groups	A-6 Maintain registration user groups	A-7 Verify demographic information (e.g., students, employees)	A-8 Maintain department information/documentation	A-9 Create department test database	A-10 Create department imports & exports	A-11 Verify integrity of database
B-6 Provide project progress updates	B-7 Implement project	B-8 Monitor project progress	B-9 Participate in project review			
C-5 Create faculty reports (e.g., ratio, workload)	C-6 Create records & registration reports (e.g., HEI, national student clearinghouse, MEIG)	C-7 Create program logic for calendars (e.g., registration, academic)	C-8 Create auditor reports (e.g., fiscal year, pledge)	C-9 Create academic reports (e.g., enrollment, missing grades)		
D-6 Assist students (e.g., prerequisite override, scheduling)	D-7 Participate in meetings (e.g., staff, department, committee)	D-8 Archive department information (e.g., course outlines, time sheets)	D-9 Provide foundation/board meeting support (e.g., scheduling room, food, minutes)	D-10 Create class schedules		
D-15 Process philanthropic donations	D-16 Compile information for department audits	D-17 Compile information for public information requests	D-18 Process employee benefit changes	D-19 Create lab room assignments	D-20 Update student/employee information in Colleague	
D-24 Screen resumes of potential employees	D-25 Review new hire information packet for completeness	D-26 Research self-service options for employee benefit programs	D-27 Approve department purchase requisitions	D-28 Review completed new hire forms	D-29 Review timecard accuracy	
E-5 Analyze department financial reports (e.g., payroll, school year)	E-6 Analyze records & registration reports (e.g., HEI, national student clearinghouse)	E-7 Analyze department analytical reports (e.g., donor category, giving society)	E-8 Analyze department auditor report	E-9 Analyze department queries (e.g., payroll, financial)		
F-4 Request system back up from IT	F-5 Test system back up	F-6 Coordinate system upgrade/enhancement with vendor & IT	F-7 Notify users to log off system	F-8 Coordinate testing of new release		
G-5 Prepare user training materials	G-6 Conduct training for users	G-7 Provide new employee department orientation	G-8 Provide system technical support			

**Duties**

**Tasks**

**H**

**Continue Professional Development**

H-1 Attend professional workshops & conferences (e.g., DUG, Raiser’s Edge, CASE)	H-2 Obtain software certification (e.g., Microsoft, textbook publisher)	H-3 Obtain project management certification (e.g., PMP, PMC)
H-4 Obtain database management certification (e.g., SQL, DBA, Oracle)	H-5 Participate in continuing education classes (e.g., credit, non-credit)	H-6 Participate in on-the-job training (e.g., self, employer provided)
H-7 Participate in personal development activities (e.g., HCD, leadership academy)	H-8 Participate in user groups (e.g., Raiser’s Edge, DUG)	H-9 Participate in professional organizations (e.g., CASE, SHRM)

**General Knowledge and Skills**

**Worker Behaviors**

Mid-level database module/structure knowledge/skills  
 Boolean logic  
 Advanced computer knowledge/skills  
 Basic math knowledge  
 Advanced accounting knowledge/skills  
 Project management  
 Academic environment  
 Labor relations  
 Human resource processes  
 State subsidies  
 IRS giving guidelines

Charitable Organization Act  
 FERPA  
 Employee benefit programs  
 Troubleshooting skills  
 Problem solving skills  
 Time management skills  
 Presentation skills  
 Interpersonal skills  
 Communication skills  
 Technical writing skills  
 Organization skills  
 Leadership skills  
 Prioritizing skills

Self-starter  
 Confidential  
 Team player  
 Multi-tasker  
 Detail oriented  
 Analytical  
 Professional  
 Knowledgeable  
 Proactive  
 Motivator  
 Competent  
 Resourceful  
 Dependable

**Tools, Equipment, Supplies and Materials**

**Future Trends and Concerns**

Confidential work space  
 Software: Colleague, Microsoft Office, Raiser’s Edge/Blackbaud  
 Computers: laptops and desktops  
 Copier/phone/fax/cell phone  
 Computer peripherals (printer, scanner)  
 Software manuals  
 General office supplies  
 Listserv  
 Internet access  
 Shredder  
 Calculator  
 LCD projector

State of the economy affects enrollment  
 Software/platform upgrades required by technology changes  
 Departmental growth creates challenges for internal space/resources  
 Higher education articulation agreements are in jeopardy of alignment  
 Looming transition from quarters to semesters  
 State and federal funding is inconsistent  
 Need for an institutional strategic plan  
 Projected college growth will affect allocation of resources  
 Development of downtown Columbus (changing to discovery district)  
 Growth of academic programs is uncertain  
 Need for enrollment management process  
 Business and academic practices need to realign  
 Need to recruit/retain highly qualified faculty/staff

## Acronyms

BPS	Biological, Physical Sciences
CASE	Council for Advancement & Support of Education
CN	Course Number
DUG	Data User Group
DBA	Database Administrator
FERPA	Federal Education Right to Privacy Act
HEAT	Trade name of access granting system (not an acronym)
HCD	Human Capacity Development
HEI	Higher Education Institution
LYBUNT	Last Year But Unfortunately Not This Year
MEIG	Missing Entry in Grade
MIEG	Missing/Invalid/Exp Grade Report
OBES	Ohio Bureau of Employment Services
PMC	Project Management Certified
PMP	Project Management Professional
PPC	Personal Pocket Computer
SERS	School Employees Retirement System
STRS	State Teachers Retirement System
SE	Student Enrollment
SHRM	Society for Human Resource Management
SQL	Structured Query Language