

**I. DESCRIPTION OF WORK**

Positions in this banded class design, implement, and maintain continually evolving statewide enterprise business systems solutions to ensure that the State’s business requirements are met. Work requires fiscal, financial, and information systems knowledge that is applied through the system development life cycle, to include planning, analysis, design, development, testing, deployment, and maintenance of business systems. Positions in this class identify gaps, measure the solution impact to business operations, and perform business process redesign. Positions in this class apply project management methodology to successfully deliver business solutions. Positions develop expertise in one or several business areas and contribute to strategic planning for information systems and technology directions. Positions in this class apply accounting principles and practices to a variety of statewide accounting, budgeting and/or other fiscal functions.

**II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL**

Contributing	Journey	Advanced
<p>Positions at this level are entry-level professionals who apply professional knowledge and skill to a limited range of fiscal, financial and information systems functions. Work includes identification of business system requirements by analyzing work processes and operations. Positions evaluate business and information systems functionality to develop and design systems solutions.</p>	<p>Positions at this level are fully functioning professional business system specialists who apply professional knowledge and skill to a full range of moderately complex fiscal, financial, and information systems. Work includes independent identification and analysis of business requirements, evaluation of the ability of the appropriate systems, as delivered, to meet the agencies’ needs. Positions recommend and participate in the implementation of business process design changes in the applicable areas. Positions prepare and deliver informative and well-organized project update presentations to clients. They serve as subject matter expert and may serve as the lead/mentor in the training and development of other business system specialists.</p>	<p>Positions at this level are advanced professional business system specialists who deliver solutions to complex, specialized agency and statewide business system requirements. Positions at this level apply project management expertise to manage and deliver technology projects. They identify sophisticated and complex business and information system requirements, develop strategies to accomplish diverse requirements, and perform business process redesign. They negotiate resolutions of conflicting requirements across agencies and/or departments. Work requires knowledge of external trends and best practices. Positions conduct presentation of reports to influential individuals and/or groups.</p>

Definitions:

Statewide - State government.

Moderately complex – Varied systems, operations, type/size of agency, procedures, policies, and programs with frequent revisions and changes.

Complex – Variety of data sources, systems, operations, procedures, policies, and programs.

**III. COMPETENCIES**

<b>Competency</b>	<b>Definition</b>
<b>Knowledge - Professional</b>	Professional knowledge and skill in fiscal, financial, and information technology and ability to keep current with developments and trends. Knowledge and ability to use applicable information technology and systems to meet work needs.
<b>Project Management</b>	Skill in project management methods and tools for planning and implementation of statewide State Controller fiscal, financial, and information systems initiatives, programs, and activities. Professional knowledge and skill in time and resource management.
<b>Consultation</b>	Ability to consult with various levels of state staff and management, and other clients, related to statewide government and other entities' fiscal, financial and information systems initiatives, programs, and activities. Professional knowledge and skill related to applying technical knowledge, administrative knowledge, and state government operational knowledge to various statewide fiscal, financial and information systems operations, initiatives, and activities.
<b>Policy/Procedure Development and Implementation</b>	Analytical skill to develop and implement statewide financial policy/procedure. Professional knowledge of and skill in regulatory requirements, state government operations, and information systems best practices. Ability to conduct related research and analysis.
<b>Training and Education</b>	Ability to develop training and educational materials and conduct training sessions as part of various state-wide State Controller fiscal initiatives. Professional knowledge and skill in statewide accounting, budgeting, and information systems training and education requirements. Knowledge and ability to use presentation skills and tools in order to train state fiscal personnel in the most effective and efficient manner.
<b>Analysis and Decision-Making</b>	Ability to assess and analyze data, information, and documentation. Ability to ensure compliance with applicable policies, procedures, standards, and system requirements. Ability to interpret and evaluate results. Ability to use effective approaches for choosing a course of action or developing appropriate solutions and/or reaching conclusions. Ability to identify findings/problems and take action consistent with available facts, constraints, and anticipated consequences. Ability to satisfy requests for information by the agencies, news media, the General Assembly, lobby groups, etc. by efficiently retrieving, organizing, and interpreting data.
<b>Human Resources Supervision (Optional)</b>	Ability to recruit, select, develop, counsel, discipline, and evaluate performance of employees to retain a diverse workforce. Ability to administer and ensure compliance with human resources policies and procedures. Ability to observe and assess work, provide feedback, provide technical supervision, develop knowledge, skills, and abilities of employees, and plans for and supports employees in career development opportunities.

Note: Not all competencies apply to every position/employee; evaluate only those that apply. Competency statements are progressive. For positions with some supervision consider the highest level of professional work performed.

**IV. COMPETENCY STATEMENTS BY LEVEL**

**Knowledge - Professional**

Professional knowledge and skill in fiscal, financial, and information technology and ability to keep current with developments and trends.  
 Knowledge and ability to use applicable information technology and systems to meet work needs.

<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<p>General knowledge and skill in fiscal, financial, and information systems. Ability to keep current with developments and trends.</p> <p>Basic knowledge and ability to use applicable information technology and systems to meet work needs.</p>	<p>Full professional knowledge and skill in fiscal, financial, and information systems. Ability to keep current with developments and trends.</p> <p>Proficient knowledge and ability to use applicable information technology and systems to meet work needs.</p>	<p>Specialized, in-depth professional knowledge and skill in fiscal, financial and information systems. Ability to keep current with developments and trends.</p> <p>Extensive knowledge and ability to use applicable information technology and systems to meet work needs.</p>

**Project Management**

Skill in project management methods and tools for planning and implementation of statewide State Controller fiscal, financial, and information systems initiatives, programs, and activities. Professional knowledge and skill in time and resource management.

Contributing	Journey	Advanced
<p>Ability to administer assigned project(s) of limited scope and complexity within set parameters.</p> <p>Ability to plan work to meet established objectives and deadlines. May requires the ability to monitor work of others and provide ongoing guidance and feedback to employees on performance. Ability to identify accomplishments and areas needing improvement and ability to clearly communicate these with the other team members.</p> <p>Ability to participate as a member of project implementation team(s), supporting and promoting changes.</p>	<p>Ability to lead project(s) within established guidelines and standards or ability to lead a component of a larger project. Ability to ensure project accountability. Ability to define scope, goals, tasks, deliverables, timelines, tools, and resources.</p> <p>Ability to assess the needs of the project, determine any gaps, and recommend changes in procedures, workflow and work assignments to improve efficiency and effectiveness.</p> <p>Ability to apply whole system thinking. Ability to consider external and internal environmental factors and organizational culture when developing strategies to motivate and persuade management and employees to support and promote changes that result in operational improvement.</p>	<p>Ability to manage new or multi-faceted project(s). Ability to lead and facilitate teams, workgroups or assigned staff. Ability to conduct research and development. Ability to take initiative in strategic planning and change management efforts. Ability to develop, implement, and evaluate project(s).</p> <p>Ability to establish goals and objectives of project(s). Ability to set appropriate deadlines. Ability to plan and assign work of others. Ability to create a work environment that supports individuals being engaged and committed to the work and the organization.</p> <p>May require the ability to lead project implementation team(s), acting as a change agent. Knowledge of organizational culture and vision. Ability to anticipate barriers to accepting change, especially when changes have broad impact. Skill in enhancing collaboration and building consensus across the organization by anticipating opposing points of view and reconciling differences.</p>

**Consultation**

Ability to consult with various levels of state staff and management, and other clients, related to statewide government and other entities' fiscal, financial and information systems initiatives, programs, and activities. Professional knowledge and skill related to applying technical knowledge, administrative knowledge, and state government operational knowledge to various statewide fiscal, financial and information systems operations, initiatives, and activities.

Contributing	Journey	Advanced
Ability to consult with state fiscal managers in order to resolve routine fiscal, financial, and information systems challenges. May require knowledge of program specifics.	Ability to independently consult and suggest corrective action related to moderately complex statewide fiscal, financial, and information systems challenges. Knowledge of program specifics.	Ability to consult, resolve, and evaluate complex agency and statewide fiscal, financial ,and information systems impacts. Ability to recognize complex and unique issues, develop resolutions, or consult with leadership in order to achieve resolution.

**Policy/Procedure Development and Implementation**

Analytical skill to develop and implement statewide financial policy/procedure. Professional knowledge of and skill in regulatory requirements, state government operations, and information systems best practices. Ability to conduct related research and analysis.

Contributing	Journey	Advanced
General knowledge of fiscal, financial and information systems to interpret and answer policy/procedure questions. May require knowledge of business system specifics. May require the ability to identify policy/procedure issues.	Ability to independently interpret policy/procedure. Thorough knowledge of current policy/procedure, state and federal laws and legislation, industry standards, and state government operations and information system best practices. Knowledge of business system specifics to identify and propose policy/procedure changes or new elements of policy/procedure. Ability to assess impact of policy/procedure change.	In-depth knowledge of regulatory requirements, state government operations, and information systems best practices to independently develop statewide policy/procedure and implementation guidelines. Ability to ensure proper “inter-relationship” with current policies/procedures. Ability to recognize complex and unique issues, develops resolutions, or consults with leadership in order to achieve resolution related to policy/procedure change.

**Training and Education**

Ability to develop training and educational materials and conduct training sessions as part of various state-wide State Controller fiscal initiatives. Professional knowledge and skill in statewide accounting, budgeting, and information systems training and education requirements. Knowledge and ability to use presentation skills and tools in order to train state fiscal personnel in the most effective and efficient manner.

<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<p>General knowledge of statewide fiscal, financial and information systems to deliver routine training and education requirements. May require knowledge of fiscal, financial, and information systems specifics. May require the ability to recommend changes to training and education materials and programs.</p>	<p>Ability to independently develop and conduct statewide training and education based on proficient knowledge of fiscal, financial, and information systems. Knowledge of program specifics.</p>	<p>In-depth knowledge of statewide fiscal, financial, and information systems training and education to meet intended goals. Ability to recognize complex and unique statewide fiscal, financial, and information systems training and education challenges. Ability to develop resolution or consult with leadership in order to achieve resolution.</p>

**Analysis and Decision-Making**

Ability to assess and analyze data, information, and documentation. Ability to ensure compliance with applicable policies, procedures, standards, and system requirements. Ability to interpret and evaluate results. Ability to use effective approaches for choosing a course of action or developing appropriate solutions and/or reaching conclusions. Ability to identify findings/problems and take action consistent with available facts, constraints, and anticipated consequences. Ability to satisfy requests for information by the agencies, news media, the General Assembly, lobby groups, etc. by efficiently retrieving, organizing, and interpreting data.

Contributing	Journey	Advanced
<p>Ability to analyze routine fiscal, financial, and information systems for adherence to policy, procedures and guides. Ability to make guided decisions and recommendations on issues affecting a business system or client base. Works under close supervision.</p> <p>Ability to identify, clarify, and select appropriate tools, data, and analysis techniques to diagnose problems and develop solutions.</p> <p>Ability to recognize and research unusual activity for further investigation.</p> <p>Ability to understand and adhere to systems of internal control.</p>	<p>Ability to independently analyze a variety of moderately complex fiscal, financial, and information systems for adherence to policy, procedures and guides. Ability to make independent decisions and recommendations on issues affecting a business system or client base. Ability to identify and recommend solutions and options. Ability to monitor the implementation of recommendation. Ability to identify substantive issues that require research and analysis.</p> <p>Ability to recognize problems and find solutions. Ability to develop improvements and implement changes.</p> <p>Ability to identify changing requirements and problems with accounting policies and procedures. Ability to recommend a response to the unusual activity.</p> <p>Ability to monitor systems of control and recommend improvements or changes.</p>	<p>Ability to independently identify complex and unique fiscal, financial, and information systems issues, compounded by the depth and complexity of organizational structure and business processes; conducts innovative analysis and research to generate possible solutions and options, considering available facts, constraints and significant consequences.</p> <p>Ability to resolve more complex problems. Ability to identify and address causes and develop and initiate innovative solutions.</p> <p>Ability to recommend actions or alternatives to be taken by management when accounting policies, procedures, or data discloses unfavorable trends, deviations, or financial mismanagement.</p>

**Human Resources Supervision (Optional)**

Ability to recruit, select, develop, counsel, discipline, and evaluate performance of employees to retain a diverse workforce. Ability to administer and ensure compliance with human resources policies and procedures. Ability to observe and assess work, provide feedback, provide technical supervision, develop knowledge, skills, and abilities of employees, and plans for and supports employees in career development opportunities.

Contributing	Journey	Advanced
<p>Ability to provide assistance to a higher-level manager in recruitment and selection process.</p> <p>Ability to implement work plans and conduct performance reviews with the assistance of a higher-level manager.</p> <p>Ability to identify and recommend career development opportunities with employees.</p>	<p>Ability to recommend and/or make selection decision.</p> <p>Ability to develop and implement work plans, conduct performance reviews, and participate in the disciplinary and grievance processes, as needed.</p> <p>Ability to ensure employees have access to tools and information for career development opportunities and actively participate in employee growth and development. Ability to plan and deliver on-the-job training.</p>	<p>Ability to oversee unit/organization supervisors to ensure compliance with recruitment and selection policies and procedures.</p> <p>Ability to oversee unit/organization supervisors to ensure compliance with performance management policies and procedures. Ability to recommend resolution of disciplinary and grievance issues, as needed.</p> <p>Ability to review and authorize training opportunities for unit/organization. Ability to lead employee growth and development initiatives.</p>

**V. MINIMUM TRAINING & EXPERIENCE**

Bachelor’s degree in accounting, finance, business administration or management, information systems, or a related discipline, with nine credit hours of accounting coursework; or an equivalent combination of training and experience. Some positions may require 24 credit hours of accounting coursework. All degrees must be received from appropriately accredited institutions.

Note: This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.