



Information Technology Job Family: **Consultant/Advisor Progression**

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity. ***A position that is classified into this title and band must meet the Cornell requirements for exemption under the FLSA***

Computer/Technical: THE WORK IN THIS TITLE PROGRESSION INCLUDES RESPONSIBILITIES IN THE FOLLOWING AREAS AT INCREASING LEVELS OF COMPLEXITY:

Help Desk/Desktop Support	IT Business Analyst	Project Management	Systems Administration
Applications Systems Analyst	IT Security Operations	Technical Writing	Business Intelligence Reporting

GENERIC JOB PROFILE SUMMARIES

Consultant/Advisor II INDIVIDUAL CONTRIBUTOR	Consultant/Advisor III INDIVIDUAL CONTRIBUTOR	Consultant/Advisor Senior INDIVIDUAL CONTRIBUTOR	Consultant/Advisor Specialist INDIVIDUAL CONTRIBUTOR	Consultant/Advisor Lead INDIVIDUAL CONTRIBUTOR	Consultant/Advisor Principal INDIVIDUAL CONTRIBUTOR
Possesses broad understanding of one or more operating systems, network environment, hardware platforms and/or application areas.	Possesses in-depth understanding of one or more operating systems, network environment, hardware platforms and/or application areas.	Possesses in-depth understanding of multiple operating systems, network environment, hardware platforms and/or application areas.	Possesses broad and deep understanding of multiple operating systems, network environment, hardware platforms and/or application areas.		
Applies basic and some more advanced skills and procedures. Very complex problems are referred to others.	Applies advanced skills and procedures. Highly complex problems are referred to others.	Applies advanced skills and procedures in areas of specialization. Highly complex problems are referred to others.	Applies advanced skills and procedures in areas of specialization.		
Identifies, investigates, and researches low to moderately complex user questions.	Identifies, investigates, and researches moderately complex user questions.	Identifies, investigates, and researches complex user questions.	Identifies, investigates, and researches highly complex user questions.	Identifies, investigates, and researches extremely complex user questions.	Identifies, investigates, and researches the most complex user questions.

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Identify and monitor how low to moderately complex problems might affect or interact with function and performance of other systems; propose solutions as appropriate.	Identify and monitor how moderately complex problems might affect or interact with function and performance of other systems; propose and implement solutions as appropriate.	Identify and monitor how complex problems might affect or interact with function and performance of other systems; propose and implement solutions as appropriate.	Identify and monitor how highly complex problems might affect or interact with function and performance of other systems; propose and implement solutions as appropriate.	Identify and monitor how extremely complex problems might affect or interact with function and performance of other systems; propose and implement solutions as appropriate.	Identify and monitor how the most complex problems might affect or interact with function and performance of other systems; propose and implement solutions as appropriate.
Adapt, combine, and/or improve existing service products, processes, and programs; help develop innovative solutions when appropriate.	Adapt, combine, and/or improve existing service products, processes, and programs; develop innovative solutions when appropriate.	Adapt, combine, and/or improve existing service products, processes, and programs; frequently develop innovative solutions.	Adapt, combine, and/or improve existing service products, processes, and programs; continuously develop innovative solutions.	Lead the development, implementation and maintenance of extremely complex IT services/ products including stakeholder management, integration and sourcing of resources.	Lead the development, implementation and maintenance of the most complex IT services/ products including stakeholder management, integration and sourcing of resources.
Ensure effective identification and resolution of low to moderately complex issues.	Ensure effective identification and resolution of moderately complex issues.	Ensure effective identification, negotiation and resolution of complex issues.	Work collaboratively and negotiate as needed to ensure the effective identification and resolution of highly complex issues.	Work collaboratively and negotiate as needed to ensure the effective identification and resolution of extremely complex issues.	Work collaboratively and negotiate as needed to ensure the effective identification and resolution of the most complex issues that may require working with multiple college/units.
	May contribute to and may influence managerial planning and organization.	May contribute to and may influence managerial planning and organization.	Work with management in planning and organizing.	Work with management to contribute to and influence planning and organizing.	Assume lead role in planning and organizing. May work with multiple college/units.
Develop and/or present low to moderately complex training and educational programs for technical staff or end users.	Develop and/or present moderately complex training and educational programs for technical staff or end users; monitors program effectiveness.	Develop, manage and present complex training and educational programs technical staff or end users; monitors program effectiveness.	Develop, manage, and present highly complex training and educational programs for technical staff or end users; monitors program effectiveness.		
Assist in the development and maintenance of technical documentation and procedures, user documents, on-line documents and technical communications.	Responsible for developing technical documentation and procedures, user documents, on-line documents and technical communications.	Responsible for and/or manages developing technical documentation and procedures, user documents, on-line documents and technical communications.	Manages the development of technical documentation and procedures, user documents, on-line documents and technical communications.		

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Facilitate the formulation and definition of systems scope and objectives for low to moderately complex projects through research, fact finding and user needs and an understanding of business requirement.	Facilitate the formulation and definition of systems scope and objectives for moderate to highly complex projects through research, fact finding and user needs and an understanding of business requirement; may create detailed specifications from which programs will be written	Facilitate the formulation and definition of systems scope and objectives for moderate to highly complex projects through research, fact finding and user needs and an understanding of business requirement; may create detailed specifications from which programs will be written	Facilitate the formulation and definition of systems scope and objectives for highly complex projects through research, fact finding and user needs and an understanding of business requirement; creates detailed specifications from which programs will be written	Oversee the formulation and definition of systems scope and objectives for highly complex projects.	
Assist with projects with a critical IT component; track and report on project progress.	Lead low to medium complex projects with a critical IT component; Manage the planning, implementation, resources, communication, tracking and reporting. Work with business leadership to define scope. Advise staff and/or other clients in the formulation of project budget, project financial management and support securing funding when necessary.	Lead low to medium complex projects with a critical IT component; Manage the planning, implementation, resources, communication, tracking and reporting. Work with business leadership to define scope. Advise staff and/or other clients in the formulation of project budget, project financial management and support securing funding when necessary.	Lead medium to highly complex projects with one or more critical IT components; Manage the planning, implementation, resources, communication, tracking and reporting. Work with business leadership to define scope. Advise staff and/or other clients in the formulation of project budget, project financial management and support securing funding when necessary.	Lead highly complex projects with several critical IT components; Manage the planning, implementation, resources, communication, tracking and reporting. Work with business leadership to define scope. Advise staff and/or other clients in the formulation of project budget, project financial management and support securing funding when necessary.	
Ensure workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions; provide input and recommendations with respect to hardware and software requirements, new and updated technologies and integrity of the computing environment.	Ensure workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions; recommend new and updated technologies and integrity of the computing environment.	Ensure workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions; recommend new and updated technologies and integrity of the computing environment.			

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	Develop and maintain system configuration management program to document organizational information system assets and ensure organizational standards.	Develop and maintain system configuration management program to document organizational information system assets and ensure organizational standards.			
Perform system software upgrades including planning/ scheduling, testing and coordination; inform users when there are network problems.	Perform software installations and upgrades to operating systems and layered software packages.	Perform software installations and upgrades to operating systems and layered software packages.	Responsible for the installation, maintenance, configuration, and integrity of computer software.		
Schedule and perform workstation and server administration setup and maintain them in accordance with established IT policies and procedures.	Schedule installations and upgrades and maintain them in accordance with established IT policies and procedures.	Schedule installations and upgrades and maintain them in accordance with established IT policies and procedures.	Oversee the installations and upgrades and ensure they are maintained in accordance with established IT policies and procedures.		
Research and provide recommendations regarding hardware and system software upgrades; assist with planning and budgeting.	Research and provide recommendations regarding hardware and system software upgrades; assist in the planning and development of the budget.	Research and provide recommendations regarding hardware and system software upgrades; assist in the planning and development of the budget.	Recommend and implement hardware and system software upgrades; develop budget.	Responsible for the implementation of hardware and system software upgrades; develop budget.	
Responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business processing requirements.	Responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business processing requirements.	Responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business processing requirements.	Develop and maintain system configuration management program to document organizational information system assets and ensure organizational standards.	Develop system configuration management program to document organizational information system assets and ensure organizational standards.	

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Conduct hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines.	Conduct hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines.	Conduct hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines.	Oversee hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines.		
Perform all procedures necessary to ensure the safety of information systems assets and to protect systems from intentional or inadvertent access or destruction; conducts accurate evaluation of the level of security required.	Perform all procedures necessary to ensure the safety of information systems assets and to protect systems from intentional or inadvertent access or destruction; conducts accurate evaluation of the level of security required.	Perform all procedures necessary to ensure the safety of information systems assets and to protect systems from intentional or inadvertent access or destruction; conducts accurate evaluation of the level of security required.	Manage and implement the necessary controls and procedures to cost effectively protect information systems assets from intentional or inadvertent modification, disclosure, or destruction.	Develop and implement the necessary controls and procedures to cost effectively protect information systems assets from intentional or inadvertent modification, disclosure, or destruction.	Develop and implement the necessary controls and procedures to cost effectively protect information systems assets from intentional or inadvertent modification, disclosure, or destruction.
Interface with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance.	Interface with vendor support service groups; provides internal analysis and support to ensure proper escalation during outages or periods of degraded system performance.	Interface with vendor support service groups; provides internal analysis and support to ensure proper escalation during outages or periods of degraded system performance.	Consult with vendor support service groups; provides internal analysis and support to ensure proper escalation during outages or periods of degraded system performance.		
Document business requirements and translate into functional and system requirement specifications; develop or modify procedures to solve low to moderately complex problems considering business objectives and form of desired results	Document business requirements and translate into functional and system requirement specifications; develop or modify procedures to solve moderate to highly complex problems considering business objectives and form of desired results	Document business requirements and translate into functional and system requirement specifications; develop or modify procedures to solve moderate to highly complex problems considering business objectives and form of desired results	Document business requirements and translate into functional and system requirement specifications; develop or modify procedures to solve highly complex problems related to business objectives and form of desired results	Develop procedures to solve highly complex problems related to business objectives and form of desired results	Develop procedures to solve highly complex problems related to business objectives and form of desired results

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Provide VMware desktop administration, including installation, configuration, maintenance, and troubleshooting, backup, recovery and support services; resolve complex technical problems related to the integration of these technologies.	Provide VMware desktop administration, including installation, configuration, maintenance, and troubleshooting, backup, recovery and support services; resolve complex technical problems related to the integration of these technologies.	Provide VMware desktop administration, including installation, configuration, maintenance, and troubleshooting, backup, recovery and support services; resolve complex technical problems related to the integration of these technologies.	Manage VMware desktop administration, installation, configuration, backup, recovery and support services; resolve highly complex problems related to the integration of these technologies.		

JOB FACTOR PROFILE TABLE

FACTOR PROFILE	10173 CONSULTANT/ADVISOR II, BAND E	10174 CONSULTANT/ADVISOR III, BAND F	10178 CONSULTANT/ADVISOR SENIOR, BAND F	10177 CONSULTANT/ADVISOR SPECIALIST, BAND G	10175 CONSULTANT/ADVISOR LEAD, BAND H	10176 CONSULTANT/ADVISOR PRINCIPAL, BAND I
MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY	Bachelor's degree; more than up to 2 years experience or equivalent	Bachelor's degree; more than 2 year and less than 4 years experience or equivalent	Bachelor's degree; more than 3 year and less than 5 years experience or equivalent	Bachelor's degree; more than 5 year and less than 7 years experience or equivalent	Bachelor's degree; more than 7 year and less than 10 years experience or equivalent	Master's degree; more than 10 years experience or equivalent
IMPACT	Moderate impact	Moderate impact	Substantial impact	Substantial impact	Substantial impact	Significant impact
CONTACTS - INSIDE	Assist others Cooperation of task completion	Provides guidance to others Coordinates activities	Persuade others to take particular course of action Coordinate major activities	Persuade others to take particular course of action Coordinate major activities	May involve sensitive issues Coordinate major activities	High-level interaction Involved in diverse and highly sensitive or confidential activities
CONTACTS - OUTSIDE	Provide/receive guidance, advice or information that must be analyzed and developed by the position	Provide/receive guidance, advice or information that must be analyzed and developed by the position	Provide/receive guidance, advice or information that must be analyzed and developed by the position	Develop and make presentations and negotiate with others	Develop and make presentations and negotiate with others	Develop and make presentations and negotiate with others
CONTACTS - STUDENTS	Occasional contact dealing with confidential matters	Frequent contact to provide information and instruction	Occasional contact to provide information and instruction	Limited contact	Limited contact	Limited contact

FACTOR PROFILE	10173 CONSULTANT/ADVISOR II, BAND E	10174 CONSULTANT/ADVISOR III, BAND F	10178 CONSULTANT/ADVISOR SENIOR, BAND F	10177 CONSULTANT/ADVISOR SPECIALIST, BAND G	10175 CONSULTANT/ADVISOR LEAD, BAND H	10176 CONSULTANT/ADVISOR PRINCIPAL, BAND I
SUPERVISION	Provides guidance, counsel, and information in specific support areas	Provides guidance, counsel, and information in specific support areas	Provide on-the-job training, guidance, advice and counsel to other employees in the group and others in a similar position	Provide on-the-job training, guidance, advice and counsel to other employees in the group and others in a similar position	Provide on-the-job training, guidance, advice and counsel to other employees in the group and others in a similar position	Provide on-the-job training, guidance, advice and counsel to other employees in the group and others in a similar position
COMPLEXITY	Frequently adapt, combine, or make improvements to services, products, processes, & programs. Work requires reasoning skills and judgment	Occasionally required to develop new innovative solutions, services, products, processes, & programs. Work requires sophisticated reasoning skills	Occasionally required to develop new innovative solutions, services, products, processes, & programs. Work requires sophisticated reasoning skills	Continually required to develop new innovative solutions, services, products, processes, & programs. Work requires conceptual and imaginative thinking in a highly complex environment	Continually required to develop new innovative solutions, services, products, processes, & programs. Work requires conceptual and imaginative thinking in a highly complex environment	Continually required to develop new innovative solutions, services, products, processes, & programs. Work requires conceptual and imaginative thinking in a highly complex environment
LEVEL OF DECISION MAKING	Assist in and influence decisions concerning policy-setting, research, planning, or students	Assist in and influence decisions concerning policy-setting, research, planning, or students	Assist in and influence decisions concerning policy-setting, research, planning, or students	Assist in and influence decisions concerning policy-setting, research, planning, or students	Responsible for making decision regarding policy-setting, research, planning, or students	Responsible for making decision regarding policy-setting, research, planning, or students
FREEDOM OF ACTION	General supervision Some interpretation of established work policies and procedures is required	Very general supervision Interpretation of work policies and procedures, and, at times deviation from standard work practice	Very general supervision Interpretation of work policies and procedures, and, at times deviation from standard work practice	Very general supervision Interpretation of work policies and procedures, and, at times deviation from standard work practice	Little direct supervision Considerable latitude for exercising judgment and self-direction	Little direct supervision Considerable latitude for exercising judgment and self-direction
EFFECT OF DECISION MAKING	Directly effects multiple functional areas Limited effect on students and employees	Directly effects entire department Moderate effect on students and employees	Directly effects entire department Moderate effect on students and employees	Directly effects several depts within a college Significant effect on students and employees	Directly effects an entire college Critical effect on students and employees	Directly effects one or more units or colleges

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WORKING CONDITIONS	Normal working conditions, including limited or no exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required	Normal working conditions, including limited or no exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required	Normal working conditions, including limited or no exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required	Normal working conditions, including limited or no exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required	Normal working conditions, including limited or no exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required	Normal working conditions, including limited or no exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required