Function	Process	Definition
General Admin Support		
	Provide Office and Operational Support	Supporting management, staff and/or students in daily operations by providing administrative/secretarial support such as typing correspondence, sending out emails and faxes, making copies, sorting mail and resolving and/or referring a range of administrative problems and inquiries, taking meeting minutes, booking travel, ordering office supplies, provide support for space/offices/building monitoring (e.g., submission of facility work orders, etc.), provide customer service assistance, etc.
	Processes HR Transactions	Initiates and processes personnel related transactions and track departmental/unit recruitment actions and applicants. Includes origination of personnel action forms (EPAF/PAF).
	Processes Finance Transactions	Initiates and processes financial transactions (including PCard). Posts, balances, monitors, and reconciles internal department/division monthly ledgers, budgets, and financial system reports; may manage petty cash disbursements and reconciliations. Initiates labor distribution transactions.
	Provides Student Support	Assists students with application processing procedures. Assists with student visit programs for prospective student applicants. Answering inquiries regarding academic programs and resources. Assists students with add/drop processes.
	Maintain Files and Provide General Reports	Establishes, maintains, and updates files, databases, records, and/or other documents; develops and maintains data, and performs routine analyses and calculations in the processing of data for internal reports.
	Provide Communication Support	Communicating with a variety of internal and external customers (e.g., students, staff, faculty, vendors, etc.). Write or update web content.
Operational Management Activities		
	Direct Departments or Division	Authority to control and govern the affairs of a specific department or organization within the university. Performs work directly related to development, implementation and management of policies or business operations of the institution, division or department. Regularly exercise discretion and independent judgment.
	Manage Functions or Operations	Oversees, supervises, or controls a function(s) with a wide variety of skills and/or knowledge, performing somewhat complex to very complex tasks. Supervise shifts and/or area of the organization. Authority to perform personnel actions associated with full supervisory status (e.g., performance reviews, disciplinary actions, employment, termination, etc.).
	Oversee Legal Operations	Provides legal advice to the Board of Regents, the president, provost and executive management; to supervisors; to faculty and staff in their official capacities as it relates to university business; as well as representation services in administrative hearings and court proceedings, as appropriate; Coordinates the development of new policies, review of existing policies, and maintains the policy manuals. Does not provide legal services to faculty, staff or students in their personal matters. Nor do they represent or advise employees with claims against the university.
	Perform Strategic Planning	Develop and implement short- and long-term strategies in coordination with the University's strategic goals. Develop plans to execute strategy and minimize costs while supporting efficient processes.
	Oversee Government Relations	Oversee and perform activities related to the relations between the university and local, state and federal government.
	Support Accreditation and/or Assessment Activities	Oversee and manage processes and activities related to accreditation and/or assessment to ensure the unit/university meets accreditation standards.
Advancement		
	Manage Gift Accounting and Receiving	Provide receipting and recording of all donations given university wide.
	Conduct Prospect Research and Management Activities	Identify prospective individuals and organizations who would be willing to and would have the capacity to make donations to an institution and developing a cultivation plan to foster the relationship.

	Execute Donations and Stewardship Reporting	Capture and report donations based on university and agency requirements, regulatory requirements, and individual donors who may request information on their gift history including amounts, hard/soft credits, etc.
	Execute Comprehensive and Capital Campaign Fundraising	Develop a plan, oversee campaigns, and foster awareness amongst new/existing donors about special initiatives requiring financial donations.
	Manage Corporate & Foundation Fundraising	Cultivate relationships with corporations and foundations to generate donations. This is a centralized function in terms of looking at what we will apply from the university perspective, bringing together units/faculty/staff, developing proposal with areas and submission. This may differ at other universities.
	Oversee Annual Giving	Oversee activities such as Direct Mail, online, phone-a-thons, etc. to support the annual giving campaign. This is a centralized service provided to all units and colleges at no cost to them. This may differ from other universities such as charge backs and/or allowing unit to send their own mailings.
	Manage Planned Giving	Manage relationships with established donors to maximize the donor's contribution and tax-relief potential and present ways to increase gift size. Gifts mainly consist of revocable and irrevocable wills, trusts, gift annuities etc.
	Manage Faculty, Staff, Student, Alumni Relations, donors and friends.	Promote multiple levels of interaction between faculty and/or the university (events, periodicals), staff and the university, students and the university, and alumni (including young alumni) and the university, donors and the university, friends and the university to foster goodwill.
	Manage Donor Relations/Stewardship	Promote multiple and stylized interactions between donors and an institution to promote goodwill and to acknowledge donors giving opportunities. Provide impact of giving. This may vary at universities for NMSU Stewardship and Donor Relations are separate functions but managed under the same Associate Vice President.
	Manage Relations with External Organizations and/or Individuals	Foster relationships with external entities and people to support volunteerism, special events, and speaking engagements.
	Coordinate Event Planning	Plan and facilitate special events to support fund raising, relationship development, alumni engagement and other activities.
	Facilitate Marketing	Develop and execute marketing activities in support of the advancement function.
	Coordinate Communications	Develop and execute communications activities in support of the advancement function (e.g. web, mail, print).
	Manage Donor and Alumni Records	Assume responsibility for the input and upkeep of donor and alumni database. This may vary at universities depending on whether the donor databases are separate or integrated.
	Manage University Scholarships Inventory	Document and maintain university's scholarship inventory to provide basis for institutional awareness of obligations and commitments as well as scholarship utilization.
	Manage University and Foundation Endowments	Oversee investment activities related to the endowment's performance, as well as distribution of awards and payment of management fees including care of a unitized pool.
	Manage Volunteerism	Develop and execute volunteerism activities in support of the advancement function. Foundation (fiduciary and separate entity) and alumni boards. Must distinguish where person is playing dual role or if there are two separate employees managing.
Facilities Services		
	Perform Facility Development and Renovation Administration	Develop a tangible plan to build/renovate a facility, develop and verify the cost of proposals, and oversee the process to build/renovate the facility (including budget and resource scheduling). This includes development and administration of Campus Master Plans.
	Perform Maintenance	Oversee and perform building maintenance and janitorial services across the institution and identify personnel that report to Auxiliary Services in section 4.0. Note how these services to non-instructional units are provided for.
	Manage Grounds	Manage/execute landscaping management, including snow removal, lawn maintenance/ waste/ composting/ recycling. This includes time spent managing in-house services and managing outside vendors.

	Manage Environmental Services	Manage/execute environmental services across the university, including hazardous materials/ chemical inventory/ noise levels/ fumes/ IEQ-IAQ. This also includes time spent managing in-house services and managing outside vendors.
	Oversee utilities	Manage/execute utilities production, distribution, delivery, and payment for the University.
	Confirm Regulatory Compliance	Oversee all necessary governance requirements for the institution. This would include staffing responsible for the production of utilities at a central plant, distribution systems, and billing for campus entities as well as remote sites.
	Oversee Management and Development of Real Estate	Oversee real estate transactions for the campus. This might include easements, cell phone tower leases at the stadium. Report only for the main campus.
Auxiliary Services		
	Oversee University Parking, Transportation and Mail Services	Oversee university parking, schedule and ensure transportation services and oversee parking lot maintenance. Oversee university mail services.
	Oversee University Housing and related Contract Management	Oversee dorms and apartments available to students on the university (includes maintenance and custodial staff that report to Housing and Auxiliaries).
	Oversee University Food Services and ID Card Services and related Contract Management	Provide cafeterias and other university eateries that provide meals for students, staff and guest. Oversee university ID card services.
	Oversee University Residential Life and related Contract Management	Provide programing and support to students across the range of services offered within university housing (placement, programs, safety, support).
	Oversee University Conference Services	Schedule, plan, and oversee on-campus and off-campus groups and conferences providing meetings, eating and sleeping resources.
	Oversee University Student Union	Oversee the operations of the university's student union.
	Oversee University Special Events	Schedule, plan, and oversee university special events center and athletic events (e.g. concerts, shows, community events, men's and women's athletic events).
	Oversee Bookstore Management and related Contract Management	Management of contracts for university partnerships. (e.g. Beverage pouring contracts).
	Oversee Golf Course Management	Manage and perform public golf course operations (e.g. Pro Shop, Turf Maintenance, etc.).
Finance		
	Execute Accounts Payable	Manage the payment for goods and services acquired by the University. This includes activities associated with both purchase order and ePayment transactions and associated efforts in the University's Accounts Payable System (APS). Specific activities include receiving and routing of invoices, wire transfers, or checks; matching or validating invoices, wire transfers, or checks against purchase orders; entry of transactions into the Accounts Payable System (APS) or ePayment System; reconciling accounts payable and generating reports of supplier payment activity, and disbursing financial aid.
	Conduct Accounts Receivable	Manage the process of collecting receivables and payment from grantor agencies, third parties, students, retirees, and other customers using management reports on record retention, audit support, and status of spend on grants.

	Manage/Execute University-Level Budgeting	Oversee university-wide budget process and approvals. Ensure compliance with state reporting requirements. Establish university budget guidelines, model and establish tuition and fee rates and prepare budget submission of operating budgets and new legislative requests. Includes approval of budget transactions and review/monitor state appropriations including review of legislation; Development and maintenance of position budget database (position control) which includes creating position numbers, evaluating available funding sources, and maintaining internal database for state appropriated funding.
	Perform Department-Level Budgeting	Conduct annual planning activities. Assemble annual budgets (operating, position, grants) so allocated resources match revenue and expense estimates. Track budget activity against monthly budget allocations. Report revenue and expenditure activity against the budget on a monthly, quarterly and annual basis and explain any variances.
	Perform Debt Management Accounting	Perform debt management accounting, including set up and monitoring of bond issuances. Accounting activities include monitoring debt service requirements to ensure compliance, initiating principal and interest payments, and maintaining bond reporting and reconciling funds.
	Perform Central Accounting	Maintain the general ledger Chart of Accounts. Monitor asset, liability and fund balance accounts. Perform allocation of various expenses to departmental accounts (e.g. prepaid expense). Prepare, record and approve journal entries. Perform bank reconciliations. Perform activities for the central office related to the monthly and annual close process.
	Perform General Accounting	Review of monthly financial reports, perform reconciliations, produce localized financial reports. Monitor college/unit budgets. Allocation of College/Unit budgets/expenditures /revenues.
	Perform External Financial Reporting	Prepare consolidated financial statements by following accounting standards promulgated by GASB and AICPA along with federal and state agencies. Manage the process of report development and submitting financial information to the state, rating agencies, bond holders, government taxing agencies and other external parties requesting information (e.g. IPEDS, HERD, etc.). Continuously review accounting pronouncements and implement needed changes.
	Perform Rate Development and Review	Calculate Facilities and Administrative Cost Rate and Fringe Rate proposals and prepare Incurred Cost Reports on same. Develop and/or review internal service center rates.
	Conduct Travel Expense Processing	Manage the processing and payment of expense reports for business expenses incurred. This may include advances and travel authorization, data entry, travel verification and approval, matching of reports with receipts, review and monitoring of policy compliance and management reporting and auditing. Includes entry or submission or advances and expense report (i.e., preparation and scanning of receipts) as well as addressing exceptions and errors discovered in the expense reporting process.
	Support External Audit	Provide support in external audit activities as conducted by individuals independent of the university. Manage logistics of audit. Coordinate information requests and communication between auditor and department(s) being audited. Gather and organize all data requests, coordinate management's response to any findings and follow-up on same as needed. Monitor subrecipients of federal funds. Continuously communicate status of ongoing audits to Management.
	Conduct Internal Audit	Perform independent appraisal activities within the institution to assess the adequacy, effectiveness and compliance with financial, operating, data processing, and administrative controls.
	Plan/Execute Tax Considerations	Plan and manage the tax consequences of business transactions, gathering information to prepare tax filings, preparing and submitting those filings, and generating tax documents for vendors and employees (e.g., 1099s).
	Perform Treasury Activities	Secure and manage funds to meet the University's cash flow needs and the investment of any excess funds.
	Perform Bursar/Collection Activities	Assessment and collection of student tuition, fees, housing and meal plans. Application of financial aid to student accounts, third party agency billing for students, reconciliation of student accounts to general ledger, cashiering and bank deposits.
	Perform Risk Management	Perform strategic and ongoing risk management activities for the university.

	Administer Research Accounting	Creating sponsored research accounts and associated budgets to track award expenditures including cost sharing expenses. Monitor award expenditures for compliance with federal, state and award-specific terms and conditions and University policies and procedures. Prepare the required invoicing, financial reports and final accounting of expenses for awards as required by the sponsor. This may include preparing a closing memo or preparing the sponsor-required financial report (interim and final). Administer effort reports.
	Manage/Execute Payroll, Time, and Attendance Administration	Manage the payment of salaries and wages by following University policies and federal and state rules and regulations. This includes calculating and disbursing payroll, managing tax compliance with federal and state regulatory authorities, oversee Time and Attendance system and calculations, executes payroll job submissions and daily maintenance routines, end user help desk activities, prepare payroll reports including W-2s, 1099s, 1042S, payroll taxes and voluntary contributions. Manage international employee information and tax records. Performs benefit and payroll accounting.
Human Resources		
	Manage Applicant Recruiting	Manage employee recruiting activities and ensuring compliance. Sample activities Include tracking of open positions, drafting and defining job descriptions and evaluation criteria. Manage application materials, job postings and inquiries from potential candidates. Record applicant's scores for testing and any other documentation required to be considered for the position, if applicable. Review and approve all postings to make sure they meet standards and requirements. Develop and implement recruitment and selection policies and procedures. Manage negotiations (if applicable), review offer letters, offer letter development and approval process.
	Manage Compensation Planning	Includes compensation program and policy design, implementation and administration, job evaluation, internal peer and external market pay competitiveness assessment, and pay for performance alignment reviews. Internal and external pay decisions, including merit increases. Making recommendations to supervisors and managers regarding promotion decisions, career pathing for employees and succession planning.
	HR, Benefit and Payroll Data Administration	Manage and maintain the HR and Payroll data management system to comply with rules and regulations required by federal and state authorities, Fair Labor Standards Act, NM minimum wage, and compliance with University policies and controls. Includes system table maintenance, management of system data, internal and external reporting and compliance, provides data and information in support of audit and information requests. Updates system employee, job and tax and benefit deduction records. Performs benefit processing, enrollment file transmissions, reporting and payments.
	Perform I-9 Processing	Oversee and validate the completion and administration of I-9 by and for new employees. Note: This is a required step for onboarding a new employee.
	Perform Visa Processing	Ensure completion and administration of Visas of international employees. Note: Often performed prior to employee's start date.
	Conduct On Boarding/Out Processing	Manage all employee onboarding and exit activities from the university. This Includes setting up new hire documentation, enrollment, communications, orientation. Processing various forms involved in onboarding, mobility services (i.e., transfer, relocation and immigration) and updating records. In addition, exit includes following exiting internal policies (termination policy) and federal and state regulations, tracking and following retiree and termination data, administering COBRA programs and informing employee of COBRA options, conducting exit interview, and reporting. Approving of various forms and handling related communications (e.g., offer letters, transfer notifications).
	Manage/Execute Leave Administration	Includes program and policy design, implementation, and administration and compliance. Provide oversight and guidance to supervisors and managers (in accordance with laws, regulations and policies) regarding employee time and absence reporting, leave approval notifications, tracking and communication of employees on leaves, providing support and guidance to employees/managers.

	Perform Benefits Administration	Includes program and policy design, implementation, and administration and compliance. Administer retirement plans, education assistance program, health & welfare benefit plans, and other ancillary benefit plans, as well as manage enrollment procedures and policy. Develop and process benefit data to internal partners and external vendors, development of new benefit programs and testing of new programs/changes, etc. Work on various audits/required filings throughout the year (i.e., Retirement Plans, FSA and non-discrimination testing, etc.). Determine benefits strategy and conduct market analysis.
	Conduct Employee Relations	Includes program and policy design, implementation, and administration and compliance. Oversee conflict and grievance resolution and disciplinary processes and procedures. Manage reduction in force process. Conduct mandatory drug testing. Manage and track annual reporting of Conflict of Interest. Conduct investigations of policy violations. This HR process also includes developing strategies for employee commitment and morale (including employee surveys).
	Conduct Labor Relations	Management of trade/labor unions, and collective bargaining activities.
	Conduct Performance Management	Includes program and policy design, implementation, and administration and compliance. Manage the process of goal setting, employee performance appraisal and assessment, career planning, regular performance reviews, Performance Improvement Plans, and linking pay for performance (e.g., annual merit increases).
	Manage Learning and Development	Manage training content development and delivery in support of the University's core functions (Human Resources, Finance, Technology, Leadership, etc.). In addition, this process involves various administrative tasks, such as managing class rosters, scheduling enrollment, managing classroom logistics, soliciting feedback and management of employee training records.
	Oversee Workers' Compensation	Overseeing the Workers' Compensation processes, procedures and legal compliance. Includes processing reported accidents and managing payments and personnel procedures.
	Administer Employee Health & Wellness Programs	Oversee program design, and implementation of health and wellness programs across the university community.
	EEO	Oversees Discrimination, Harassment and Sexual Misconduct issues for the university and processes/reviews discrimination grievances; Assists qualified individuals with disability processes under the Americans with Disabilities Act of 1990; Affirmative Action Program Support
	Conduct Position Management, Succession Management, and Workforce Planning	Oversee and manage the University's position management, succession planning, and workforce planning activities. This includes developing policies, working with staff and administrators to develop and maintain plans, and overseeing plan execution when required.
Procurement		
	Perform Purchasing Requirements and Supplier Evaluation and Selection Activities	Define purchasing requirements, identify alternatives, gather competitive quotations, evaluate responses, and make final selections in accordance with university policies and procedures. Manage the PCard program.
	Conduct Requisition Processing	Create and approve requisitions. This includes the gathering and submitting of the appropriate documentation in accordance with university policies and procedures. This also includes any time spent maintaining, modifying and canceling existing requisitions.
	Process and Maintain Purchase Orders	Process and maintain purchase orders. This includes the issuance of orders, addressing supplier PO concerns and performing any change order activities. Note: Excludes activities related to billing and invoices.
	Manage Procurement Contracts and Requests for Quotes	Develop and manage contracts (terms, conditions, period of performance, etc.) and specifications are contained within contracts. Develop and manage requests for quote across all order types.
	Monitor and Manage Supplier Contracts	Manage actions after the award of a contract that must be taken to validate compliance with the contract.
	Oversee Property Casualty Claims Process	Manage and assist in obtaining and filing the claims related to property and liability casualties.

	Oversee Warehouse, Inventory, and Property Management	Responsible for inventory cycle, receiving, tagging and disposition of equipment. Manage material services warehouse.
Student Administrative Services		
	Conduct Student Recruitment	Perform student recruiting activities such as college fairs, school visits, online communications and interactions.
	Manage/Execute Applications Processing and Admissions	Manage and monitor the admissions process including assessing and updating academic standards, forecasting the number of incoming/returning students, processing applications, processing notify/deny communications, and tracking payments of new/returning students.
	Onboard Students	Manage student onboarding communications, student housing selection, new/transfer student orientation activities, etc.
	Advise Students	Organize and manage interactions between applicants and the institution and facilitate academic advising activities, including liaising with academic units where applicable.
	Enroll Students	Review/maintain course catalog, process/oversee student enrollments (if processed via self service), process course overrides, and provide enrollment approvals where required.
	Manage Student Employment	Counsel impacted students on work study opportunities where applicable and manage the application process through approval and onboarding with school/admin units.
	Plan/Maintain Academic Calendar	Manage collection of key calendar dates through interaction with key school/academic units and committees, develop academic calendar and promote communication through required channels to distribute the academic calendar.
	Plan/Execute Convocation and Commencement	Conduct planning and execution activities related to Freshman Convocation as well as Commencement. Promote communication across the university community.
	Manage/Maintain Student Records	Create initial student record, receive and process student records.
	Manage, Report, and Counsel Students on Financial Aid	Create and update Fin Aid consulting literature and perform consulting activities with applicable students. Support Financial Aid, Grants, and Scholarships Applications by creating/updating annual forms and working with impacted students to complete forms. Manage financial components of student work studies.
	Support Financial Aid, Grants, Scholarships Application	Create/update annual forms and work with impacted students to complete forms.
	Process Financial Aid, Grants, Scholarships	Process applications, oversee the disbursement/receipt of funds (including gifts, grants, scholarships).
	Provide Career Services	Provide career counseling to students and promote engagement opportunities such as career fairs. Work with corporations to support student engagement and recruitment.
	Manage Student Health and Wellness	Develop and maintain physical and mental health and wellness services/programs and promote communication with students and advisors.
	Oversee Student Conduct	Investigate and adjudicate non-academic issues, administers discipline, develops policies, maintains records for academic and non-academic student misconduct issues
	Coordinate Crisis Response and Behav	Responding to crisis involving student and employee addressing behaviors of concern.
	Manage Student Life Activities	Development/Administration of student activites;g reek life, student government, intramural sports, athletics, honorary, etc
	Provide Academic Support	Provide mentoring, tutoring, support for students with disabilities, military programs, academic advising, academic monitoring,
	Develop and Maintain Course Catalogs	Create and maintain catalog of course records; production of hardcopy and electronic Academic Catalog for Undergraduate and Graduate programs.
	Manage Classroom Scheduling and Uti	Create schedule of classes university wide; centralized scheduling of class rooms for maximun utilization.

	Support International Studies	Manage processing of international students that attend/work at NMSU (admissions application, communications, orientation, visa status)
Research Development, Compliance, and Administration		
	Identify Grant Funding and Manage Limited Submissions	Manage the process of identifying grant opportunities for faculty and researchers by researching grants through various mechanisms (e.g., listservs), routing opportunities to the appropriate faculty, researcher and/or administrator, and identify and manage limited submissions.
	Provide Proposal Development Support	Assist PI in proposal planning, coordination, and organization, as well as writing and revising proposals. Develop and conduct grant-writing workshops.
	Support Grant Proposal Preparation, Review and Submission	Review granting agency requirements, prepare and/or review budget, review proposal for compliance with requirements, complete certifications and assurances, route and obtain internal approvals as needed, and complete proposal submission and documentation in online grant tracking system.
	Manage Award Negotiation and Acceptance	Support PIs through the award negotiation and acceptance process. This includes the approval process by the grantor agency or sponsor to an applicant of their formal decision; written notification; negotiation of award contract terms; laying out the decision, terms, and requirements; providing instructions on how to secure and report on grant funding; tracking award notices in the online or tracking system; and responding to grantor agency just-in time requests.
	Support Financial Regulatory Management	Manage the process of setting controls, monitoring transactions and supporting external reviews for allowability of expenditures charged to sponsored awards in compliance with federal regulations, award specific terms and conditions, and University policies and procedures.
	Process Awards	Manage the process for accepting and negotiating awards on behalf of the University, updating the award data in the system with accepted award budget and terms, notifying the appropriate units that an award has been executed, and processing any needed subawards.
	Perform Award Project Management	This includes processing award modifications, preparing award projections, assisting with start-ups and technology transfer, and keeping approvals current. This also includes tracking and submitting any other sponsor-required deliverables (e.g., progress, patent, or property reports).
	Manage Licensing, Commercialization, and Technology Transfer	Protect Intellectual Property. Initiate the invention disclosure process, obtain appropriate signatures, and file patent applications. Assist in invention evaluation & marketing invention to industry. Generate and negotiate material transfer agreements, confidentiality agreements, and licenses.
	Manage Conflicts of Interest (COI) Related to Sponsored Activities	Support investigators to process disclosures of conflict of interest (COI) and financial conflict of interest (FCOI). Propose and approve resolution and management of significant financial conflicts of interest (FCOI). Monitor compliance with approved FCOI/COI management plan.
	Manage Research Compliance	Provide oversight on the implementation of research policies and regulations. Review current practices to identify award research compliance risks. Serve as a resource on matters of research award compliance, including biosafety, human subject guidelines (IRB), compliance related to animals (IACUC), OSHA, HIPAA, Responsible Conduct of Research (RCR), etc.
	Conduct Subcontractor Procurement	Provide a party who works with the PI/contractor to perform sub-award activities in a particular contract.
Information Technology		

	Administer and Manage University-wide Information Technology	Create IT policy, standards, procedures and guidelines in accordance with regulatory and business requirements. Assess the risks involve in delivery of IT solutions and develop and implement mitigation solutions that meet, at least, the minimal business requirements in the most cost effective fashion. Ensure IT policy, standards, procedures and applicable regulations are being followed, to include audits and assessment and reporting of violations. Ensure the effective and efficient use of IT in enabling an organization to achieve its goals.
	Program, Project, and/or Service Management	Conduct planning activities to determine the demand and resources (people, hardware) for a project, detail project scope and a schedule for an IT project and provide oversight throughout the entire development lifecycle. The project management process focuses on initiation, planning, executing, controlling and closing. Conduct business requirements analysis by developing business requirements and to identify and execute test cases against them and to serve as an intermediary between technical developers and end users.
	Conduct Application Support and Maintenance	Perform key activities such as application support, enhancement delivery, and upgrade execution. Support routine updates to applications through, Tier 2 support of application software in production. Design, create, test and implement enhancements to software already in production (relating to enhancements to custom or packaged applications). Develop business case and test environments for both packaged and custom software applications. Functional user support.
	Manage/Execute Application Development & Implementation	Develop and define technical specifications, identify tools needed for development and production environment and write test scripts. Write code and configuration for software and execute test scripts. Implementation includes testing, training, reporting for new application software, develop and execute cutover plan. Includes administrative (Finance, Students and Facilities), web and mobile development applications. Manage batch job scheduling by creating, coordinating, scheduling and monitoring batch job runs daily to accommodate cyclical business processing needs.
	Support Data Centers	Manage IT infrastructure development and maintenance concerning facilities, physical security, UPS and generators.
	Provide End-user Support	Oversee and provide end-user support. This includes help desks, individualized end user training. Processes providing desktop hardware and software support for end users. Includes helpdesk planning and policies and procedures, helpdesk troubleshooting, system enhancements and upgrades. In addition, this includes activities to develop and deliver end-user documentation and training on the use of hardware, software, application, networks and communication systems, online and alternate training delivery. Includes workstations (e.g., Surface Tablets), cell phones and tablets (e.g., iPads, Android). Provide recommendations to end users for hardware and software purchases. Manage and support student and staff computer laboratories by recommending computers based on specifications provided by the lab service owner. Design, image, deploy software, and build lab computers. Manage warranty repairs. Provide adhoc support for specialty requests from various academic departments. Procter and maintain physical environment, and report malfunctions with hardware software.
	Manage/Execute Hardware and Software Acquisition	Support the process of buying hardware (i.e., servers, mainframes) and software (e.g., Microsoft Office, Excel, etc.) based on needs of division, department, professional school or central offices. This activity is typically done in close conjunction with Procurement.
	Support Research Computing	Manage the process of using high powered computers and regular server hardware that run fast execution of complex programs to conduct scientific investigations, produce advanced visualizations, develop unique educational programs, and optimize applications for large parallel computing environments.

	Manage Telecommunications	Manage the university's voice services to include adds, moves, changes which includes replacement of lost/stolen/damaged phone, disconnect or terminate phone service. Install and maintain telephone cable plant and integrate communication outlets. Services include but are not limited to Voice over Internet Protocol, audio conferencing, voicemail, fax services, personal number routing, single digit menus, offsite notification, voicemail to email, and 800 routing.
	Manage IT Vendors	Manage Software as a Service, Infrastructure as a service, and application as Service also know as the cloud. This includes integration with other on and off premise enterprise systems and authentication services Leverage vendor relationships and contracts to make the university's interests a priority.
	Design, Implement and Maintain Networks	This includes wired, wireless, firewalls, Virtual Private Network (VPN), fiber plant, routers, switches, load balancers, taps, Intrusion Detection Services , Intrusion Prevention Services traffic shaping, Domain Name Service, Internet Protocol Address management, Local Area Network ,Wide Area network, and Internet services management.
	Support IT Life Safety Systems	Support emergency notification systems, 911, central fire and security alarm systems, security cameras and warning sirens.
	Maintain Information Security	Ensure the availability, confidentiality and integrity of business information and IT resources. Perform Forensics investigations, data breach remediation, copyright notification, network blocking, site blocking, email blocking, penetration testing, security audits. Administer systems security by defining, providing, and monitoring the distribution and removal of the appropriate level of access to data and systems.
	Oversee Document Management	Set and manage policies around information retention within the managed systems environment. Managing knowledge and keeping it up to date for future use.
	Perform Computer and Operating System Administration	Installation, configuration, maintenance(upgrade, patch), performance tuning, monitoring and security of operating systems, servers and virtual environments. Design, implement and maintain enterprise storage solutions which include installation, configuration, maintenance, performance tuning, monitoring and security of storage area networks and storage systems.
	Oversee Disaster Recovery/Business Continuity	Assume responsibility for the disaster recovery, business continuity, and integrity of organizational business processes, electronic data, data systems and networks.
	Oversee Identity and Authentication Management Services	Management of system based authentication, authorization, and privileges with the goal of increasing security and productivity
	Perform Database Administration	Design, install, configure, maintain, tune and Secure databases. Ensure recoverability, high availability, performance and security of the databases. Identify, document, and enforce standards, guidelines and procedures.
	Administer and Maintain Data Warehouse	Administration and Maintenance of Operational Data Store. Ensure views, tables and data models are placed in the proper schemas, perform efficiently and conform to naming conventions. Monitor refreshes, loads and freezes.
	Oversee Decision Support and Data Model Development	Conceptualize and define enterprise-wide business intelligence technical architecture to provide decision support to central administrative offices, researchers, research support office, and departments. Partner with business users to obtain data requirements used in the design and development of data models using University business rules transforming consumable institutional data to create rich sets of data for informed business decisions. Develop ETL (Extract, Transform, Load) processes to clean and load data into the data warehouse.
	Facilitate Business Process Automation and Operational Support	Interview and collaborate with business users to evaluate existing processes, identify automation opportunities and implement more efficient processes.

	Execute Operational and Longitudinal Report Development	Design, develop and maintain reports for operational and longitudinal analysis. Develop complex reports that support the operational needs of specific academic/administrative units via ad hoc reporting. Develop complex reports that support the operational needs of specific academic/administrative units via ad hoc reporting.
	Provide Web Services	Oversee university website infrastructure development, review and maintenance process. Provide support to academic/administrative units in content development and maintenance. Perform content review and audits where required.
	Provide Research Technology Support	Provide research technology support solutions (e.g. administrative systems, help desk support, high performance computing, etc.). Provides consultation on emerging technologies and develop new resources for teaching and learning.
	Provide Classroom Technology Management and Academic Consulting	Designing, building and supporting technology enhanced classrooms. Consult with the colleges, schools and departments at the university on academic technologies and to include supporting their utilization. Manage audio visual by providing services to support classroom audio and video needs, video recording of lectures. Coordination and consulting in new and remodel building construction.
	Provide Technology Support for Grants, Contracts or Other Sponsored Projects	IT support to fulfill the requirements of a grant, contract, or other sponsored activity, typically directly billed to or paid by sponsored activity (e.g. development of battlefield simulator, weather simulator, etc.)
Communications / University Relations		
	Plan & Execute Communications	Design and develop various forms of communications (website, emails, letters) to support the objectives of the university and academic/administrative units.
	Plan & Execute Marketing	Manage the University Brand Identity program and develop communications, promotional and advertising materials across different media platforms (includes print and digital).
	Plan & Execute Cooperative Extension Services (CES) and Agricultural Experiment Station (AES) Publications	Produce high-quality, federally mandated educational and research publications in multiple formats (print, e-books, html) for CES and AES.
	Produce Broadcast Television Programs	Support NMSU and Aggie Vision with broadcast programs and features. Deliver live telecasts of athletic events.
	Manage Public TV and Radio Stations	Provide educational and informational programming to surrounding state area.
	Develop News Stories and Conduct Media Relations	Manage relations between the media and the university. Develop news stories, video news clips and photography for key audiences delivered via traditional and new media as well as internally produced newsletters and magazines.
	Handle Sports Information Duties	Gather and disseminate news and statistical information on all varsity sports to the news media and the public. Report official statistics to the NCAA and athletic conferences.
	Provide Strategic Direction for the University Website	Develop branded web templates and WordPress themes for the university web development community. Ensure homepage and top-level pages are up-to-date with current and relevant content.
Research, Public Service and Scholarly and Creative Activities		

	Manage Research, Discovery, Creative and/or Development Unit	Provide leadership and oversight of one or more research and/or development units (e.g., institutes, centers, divisions, departments). Develop collaborations and strategies to ensure continuing success and viability of the unit. Direct complex, integrated research and/or development programs of regional, national, or international importance, including developing and implementing program strategies, providing domain (e.g., scientific, technical) expertise. Oversee and supervise unit's personnel. Ensure unit-level compliance with relevant policies and protocols. Secure funding, through contracts and grants, to support the unit. Represent the unit (with media, agencies, stakeholders). Coordinates staff participation in educational activities. Direct acquisition and professional management of equipment, materials, resources, artifacts associated to the activity of the unit. Manage access and use of resources.
	Manage Research and/or Development Program	Manage and coordinate major program(s) that may be research, education, or services oriented. Provide expertise in the area of focus of the program and develop work plan and scope. Oversee operational planning, budgeting, execution, and evaluation of subprograms or associated activities. Secure and manage funding for the program, through contracts, grants, and other funding avenues; serve as a point of contact to the sponsor, external organizations, as well as internal entities. Oversee and supervise research program's personnel. Ensure compliance with relevant policies and protocols.
	Coordinate Program Activities	Coordinate program activities under the guidance of a principal investigator or program manager. Oversee and administer day-to-day operations . Develop promotional, educational, and information materials related to program activities. Coordinate data collection, compilation, and analysis. Write and edit reports, track technical progress, and ensure that deliverables are submitted in accordance with sponsor guidelines. Monitor budget and create expenditure reports. Develop reports and presentations.
	Conduct Research, Scholarship and Creative Activities	Plan and conduct research, scholarship, and creative activities, including developing novel concepts, experimental designs, models, and techniques, and approaches. Formulate and conduct systematic problem analysis and resolution. Perform and oversee research, experiments, and modeling and simulation activities. Develop procedures, processes, and techniques in support of the research. Ensure compliance with relevant policies and protocols. Direct the work of technicians and other staff. Collect and analyze research data and results. Collect, organize, and analyze data. Write and publish articles, reports, presentations, performances, manuals, and other forms of scholarly dissemination. Develop new methodologies, technologies and improved techniques in support of scholarship activities. Maintains currency of knowledge with respect to relevant state-of-the-art research, equipment, and/or systems. Secure contracts, grants and other forms of funding in support of the scholarship and creative activities, either individually or as part of a team.
	Provide Research Support	Collect, organize, and analyze data and samples. Perform field work. Implement standard analysis and research protocols. Use equipment and software to implement research protocols.
	Provide Technical Support	Provide technical support for scholarly and creative activities. Setup, operation, and maintenance of equipment, instruments, and software. Provide quality assurance related activities. Develop and implement operating policies, procedures, and standards. Perform routine quantitative and qualitative tests. Maintain safety systems and assist in workplace safety training. Implement safety, security, research and administrative policies.
	Support Machining Operations	Fabricate, modify, and repair research equipment and components. Setup and operate lathes, milling machines, drill presses, and computerized equipment.
	Develop Software	Conduct requirement analysis and develop software system specifications. Design, code, test, maintain, and install applications. Review and upgrade current systems for improved functionality. Perform modeling and simulation, software testing, software reliability analysis, and quality assurance. Develop documentation.

	Support Artistic Activities	Coordinate activities of programs related to artistic expressions, such as exhibitions and performances. Maintain facilities used for artistic activities. Maintain, coordinate, setup and supervise use of equipment and faculties. Manage budgets and collection of fees and ticket sales. Maintain and conserve collections, including coordinate of artwork loans. Develop materials and supplies needed for artistic activities (e.g., costumes, stage materials).
	Manage R&D Site Operations	Develop and implement plans for acquiring, developing, upgrading and maintaining systems and facilities on site. Work with constituents, including scientists, engineers, and users, to design, develop, and implement procedures and tools to improve operations. Oversee day-to-day operations. Maintain safety systems and oversee safety training. Develop, monitor and implement budgets. Supervise personnel.
	Provide Training	Serve as domain expert. Consult for stakeholders. Provide technical, scientific, and other forms of training pertaining creative and scholarly activities. Develop research-oriented training programs for students, faculty and other stakeholders.
	Provide Agricultural Support	Perform agricultural-related activities, including agronomy, horticulture, animal husbandry, aquaculture, and forestry. Provide extension services, including educational information on crops and commodities, livestock and dairy production, land and water management, agricultural and agribusiness development, rural economic development, and family health and wellness.
Educational Programs		
	Develop Educational Programs	Design, develop, and offer programs to help achieve academic success of students. Develop curriculum, lesson plan, and teach classes. Develop interventions and improvements as needed. Interact with relevant stakeholders.
	Implement Educational Programs	Offer educational programs to achieve specific learning objectives. Teach classes. Oversee classroom management. Maintain student records.
	Develop Outreach Programs	Design and deploy outreach educational initiatives to relevant stakeholders (e.g., K-12 students, K-12 teachers, community groups). Implement community events to promote learning. Design and deploy recruitment programs.
	Evaluate Educational Programs	Design instruments to evaluate learning progression and impact of educational initiatives. Use instruments to determine achievement of learning objectives. Develop reports, publications, and other initiatives to disseminate educational initiatives.
	Provides Library Processes	Provides guidance and assistance to patrons regarding general and specific information about the library and library resources. Oversees routine to moderately complex database tasks, utilizing automated database systems, to include materials check-in, circulation, searching, ordering of materials, and/or copy cataloging.

TOTAL FTE ENTERED