LSU Health
NEW ORLEANS

Office of Human Resource Management

Unclassified Position Description Addendum
Examples of Knowledge, Skills, & Abilities

Below are examples of knowledge, skills, and abilities (KSA's) that may be required in a particular position. This list is not all inclusive, nor will every item on this list apply to any given position. It is provided as guideline only.

When selecting a KSA, take into consideration the level of proficiency needed to perform the job successfully. Please choose from Advanced, Proficient, or Basic.

Cognitive Abilities	
Analytics	Breaks a topic or substance into smaller parts to gain a better understanding; utilizes mathematics, logic and reasoning to conduct analyses; visualizes, articulates and solves a variety of problems.
Decision Making	Identifies and understands issues and problems and using effective approaches to develop appropriate solutions;
Innovation	Utilizes novel ways to solve work problems; thinks creatively and expansively to develop new ideas; views situation from multiple perspectives to target several opportunities for a resolution
Information Management	Identifies, collects, monitors and analyzes data; develops a monitoring process or system; effectively implements a data tracking system; collects and reviews data to determine potential needs, issues and recommendations
Problem Solving	Analyzes a situation by gathering and organizing information; assessing cause and effect relationships and recommend potential solutions

Communication Skills	
Presentation/ Speaking Skills	Presents ideas effectively to an individual or group, formally or informally
Listening Skills	Practices active listening to understand and learn from what others say.
Writing/ Reading	Understands documents and applies the information to work situations; Conveys ideas and facts concisely and accurately in writing; uses language the intended audience understands.

Personal Effectiveness	
Attention to Detail	Accomplishes tasks by focusing on all areas involved; ensuring all associated processes and tasks are completed; vigilantly watches over/checks processes and tasks to ensure accuracy
Flexibility	Maintains an open mind; performs a wide variety of tasks and changes focus as demands change; transitions smoothly from one task to another as customer demands change
Initiative	Proactively takes action to accomplish objectives and goals; seeks and suggests ways to improve current processes.
Time Management	Effectively manages one's time to ensure work is completed effectively; coordinates own time in conjunction with others to avoid conflicts; leverages available resources to maximum efficiency
Organization & Planning	Plans and prioritizes tasks to ensure work is completed accurately and timely

Interpersonal Skills	
Collaboration	Identifies opportunities and taking action to build collaborative relationships within the institution while maintaining focus on achieving business goals
Building Trust	Interacts with others in a way that inspires trust, confidence and integrity
Teamwork	Works harmoniously with others to get results. Responds positively to instructions and procedures. Shares information with everyone on a project.

IT Skills	
Interpret Technical Specs	Interprets complex written specifications and conditions.
IT Security	Implements and monitors information technology security measures.
Computer Applications	Remains current knowledge of applicable computer applications and basic computer functions.
Computer Programming	Utilizes various programming languages, concepts, and procedures to design, install, or modify applications or programs .
Software & Systems	Maintains current knowledge of applicable computer software and operating systems.
Computer Support/LAN Administration	Differentiates between PC/LAN and mainframe task capabilities and applies knowledge of networks and applications to support end-users within the university by using standard concepts, practices, techniques and procedures.
Technology Communication	Effectively conveys technical information to technical and non-technical users.
Technology Interface	Uses programing skills and knowledge to interface various business applications or processes.
Web Design	Uses technical skills and knowledge of business processes to design and develop effective websites for the university, school, or department.

Research/Clinical Skills	
Animal Handling	Exhibits safe and effective handling of various non-primate lab animals
Animal Handling - Primates	Exhibits safe and effective handling of primates used in lab procedures
Cell Culture	Processes cell and tissue cultures safely and effectively using established safety protocols.
Ethics	Adheres to ethical research/clinical practices and promotes ethical behavior in others.
First Aid	Possesses current training and can demonstrate the ability to perform First Aid as needed.
Medical Evaluation	Ability to assess patient condition independently or in consultation. Provide appropriate treatment or referral for treatment.
Medical Resources	Remains current knowledge of available medical resources and terminology.
Medical Treatment	Applies current principles, methods and practices for the delivery of medical evaluation, diagnosis and treatment.
Pharmaceutical Practices	Remains current regarding the uses, interactions, and availability of prescription drugs and other medications and the standard concepts, practices and procedures related to pharmaceuticals.
Pharmacy Care	Remains current regarding the uses, interactions, and availability of relevant drugs and non-pharmaceutical patient care aids.
Research Performance	Independently perform tests, examinations, and procedures relevant to the assigned area of research.
Teaching Instruction	Provides effective teaching instruction, using research based learning techniques.

Functional/Operational Skills	
Academic Program Requirements	Interprets academic program requirements and provide advice to students.
Academic Resource Knowledge	Maintains current knowledge of academic resources available to students.
Accounting Principles	Applies Generally Accepted Accounting Principles (GAAP).

Admissions Processes	Remains current information regarding university admissions processes.
Alumni/Donor Relations	Establishes and maintains alumni and donor relations.
Audits and Investigations	Conducts thorough and accurate audits and investigations of assigned area.
Budget Prep/Monitoring	Prepares and monitors budget information in a timely and accurate manner.
Budgeting	Applies concepts, principles, and practices of accounting, budgeting, and cost control procedures.
Career Counseling	Uses current and effective career counseling tools and resources to counsel students regarding career choices.
Compliance and Accreditation	Applies accreditation and/or compliance standards of applicable association, bureau, or other recognized governing entity in area of work.
Construction Methodology	Applies knowledge of materials, methods, and the tools involved in the construction or repair of buildings, garages, or other structures.
Construction Project Mgmt	Applies knowledge of principles, concepts, and methodology in designing, estimating, planning, and inspecting construction projects and managing project schedules.
Contract & Grant Fund Sources	Remains current regarding federal, state, and private sources for contract and grant funds.
Contract Administration	Assures assigned functional area operates according to the provisions of all applicable contracts.
Counseling Techniques	Provide subject matter expertise and counsel others.
Crisis Management	Maintains contingency/emergency plans to effective deal with crisis situations. Communicates emergency and hazard response practices, procedures, and protocols.
Data Reconciliation	Compiles, reviews, and reconciles data for accuracy, completeness, and compliance.
Engineering Practices	Applies concepts, principles, and practices of engineering to innovative research applications.
Fiscal/Accounting Technology	Applies standard electronic data processing techniques to fiscal and accounting activities.
Technical Writing & Editing	Composes and edits university proposals and contracts.

Supervisory/Management Skills	
Relationship Management	Uses appropriate methods and a flexible interpersonal style to help build a cohesive team; engages stakeholders, partners and customers in developing goals, executing plans and driving results; mobilizes teams, builds momentum, and encourages participants while focusing on the success of the ultimate goals
Coaching & Development	Provides timely guidance and feedback to help others strengthen their knowledge and skills; develops training and development plans to grow careers of staff
Leadership	Influences others toward the achievement of the universities goals; uses appropriate inter-personal skills to reduce tension, resolve conflicts and diffuse disagreements; exhibits self-confidence and ambition; manages change within the workplace to improve efficiencies
Maximizing Results	Delivers results by maximizing available staff and resources; reallocates resources as organizational changes occur; deals effectively with others; exercises sound judgment when making decisions; manages staff performance and takes corrective actions as required.
Strategic Thinking	Integrates longer term vision into all aspects of the organization; develops strategies to achieve departmental/organizational goals; makes tactical and strategic adjustments based on current and changing conditions; ability to see the "big" picture