

SAP SuccessFactors

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Implementing and Managing Job Profile Builder

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1 What is Job Profile Builder?

Job Profile Builder enables you to build complete job profiles with multiple content types and create *Families* and *Roles*.

Job Profile Builder or **JPB** is a successor to the legacy Job Description Manager or **JDM**. It is, therefore, sometimes also known as *JDM v2.0*. Job Profile Builder replaces legacy **Families and Roles**. It's a flexible and intuitive way to identify the complete elements of job descriptions to share them with your organization. You can use Job Profile Builder to define your job profiles with or without Employee Central.

Job Profile Builder allows you to build complete job profiles with multiple content types, and allows creation of individual performance profiles based on established roles within **Families** and **Roles**. You can find candidates with the right fit for promotions and new positions, development strength, and more opportunities using detailed job descriptions.

Job Profile Builder is built on top of Metadata File Framework or **MDF**. When you use **MDF**, you can create and manage database object definitions, relationships, and hierarchy.

As a best practice, use both Job Profile Builder and Talent Intelligence Hub.

2 Comparison of Job Description Manager and Job Profile Builder

Job Profile Builder (JPB) has many features in common with Job Description Manager (JDM) and also some distinguishing features. This list gives you a comparison of the functionalities.

The Job Profile Builder uses the Metadata Framework (MDF) to store objects and data.

Feature Comparison of Job Description Manager and Job Profile Builder

Topic	Job Description Manager	Job Profile Builder	Notes
Families and Roles	X	X	
Competency Libraries	X	X	
Competency Localization	X	X	
Defining and Mapping Competencies to Job Roles	X	X	
Assigning Relative Weights to Competencies Mapped to Job Roles	X	X	
Assigning Behaviors to Competencies	X	X	
Assigning of Behaviors to Job Roles	X	X	Behaviors are assigned to Competencies. Competencies are assigned to job roles. Behaviors can't be assigned to job roles directly. This feature is the same for JDM and JPB.
Localized Job Role Description		X	You can configure your job profiles in JPB. Design your job profile using the library content or text fields that can all be localized and configured to fit your needs.
Mapping of Same Job Code to Multiple Job Roles			
Mapping of Succession Data Model Standard Elements	X		You can map job code as well as division, department, location, or 15 custom fields, from Succession Data Model to job roles in JDM. JPB only supports mapping of job code to a job role.
Position-Based Job Profiles		X	

Topic	Job Description Manager	Job Profile Builder	Notes
Skills Library		X	JPB provides a Skills Library with access to sample content including proficiency levels mapped to job roles.
Skills Assessment		X	JPB supports rating of Skills Proficiency.

3 Upgrading from Job Description Manager to Job Profile Builder

Learn more about how to upgrade your data from Job Description Manager to Job Profile Builder.

You can upgrade the Job Description Manager data using the Upgrade Center or Provisioning. If you use Provisioning, you must first enable Job Profile Builder before starting a technical migration (JDM old to new sync job) of Job Profile Builder. With Upgrade Center, enabling Job Profile Builder and completing the technical migration are combined into one step. Both the actions are completed as part of a single process.

3.1 Using Check Tool for Job Description Manager and Job Profile Builder

Before migrating to Job Profile Builder, run data validation checks for Job Description Manager. In addition, check for any issues during migration in Job Profile Builder *Check Tool* validations.

Prerequisites

You have permission to *Check Tool*.

> → Tip
>
> Find the permissions under *Administrator Permissions* > *Check Tool*.

Context

Once you enable Job Profile Builder, you no longer have access to the legacy competency libraries from Admin Center. Make any changes to the Job Description Manager data after enablement of Job Profile Builder and before migration of data to Job Profile Builder from Provisioning.

Procedure

1. Go to *Admin Center* > *Check Tool*.

   The *Check Tool* page opens displaying the results of the first tab **System Health**.

2. Depending on the check type of the check you're interested in, select the corresponding tab.

Tab	Description
System Health	Displays configuration checks that have returned errors or warnings after the last run. We recommend you solve these in a timely manner. To display all checks, select all result types in the *Result Type* search filter and select *Go*.
Migration	Displays the migrations that are still pending, either because the check tool couldn't automatically migrate all issues or because new issues have been found after the last run. We recommend you solve these in a timely manner. To display all checks, turn on the *Show completed migrations also* search filter and select *Go*.
Validation	Displays a list of all validation checks. **Note** Validation checks require one or more parameters for execution, therefore we can't run these checks automatically. You need to enter input parameters and run the corresponding check manually to get results.

3. Pick the relevant option from the dropdown under *Application* and then click *Go*.

   - **`Job Description Manager`**
     There are multiple checks available that validate your Job Description Manager data for migration. Any issues found by the checks for Job Description Manager are then corrected from Provisioning.
   - **`Job Profile Builder`** - Run the relevant Job Profile Builder checks to validate data once data have been migrated from Job Description Manager to Job Profile Builder.

3.1.1 List of Supported HTML Tags in Competency Descriptions

Competency descriptions in Job Profile Builder can only include certain HTML tags and cannot include any JavaScript. Refer to the following for the supported HTML tags.

List of Supported HTML Tags in Competency Descriptions

List of Supported HTML Tags in Competency Descriptions
p
a
strong
em

List of Supported HTML Tags in Competency Descriptions
u
ol
ul
li

3.2 Using Upgrade Center to Enable Job Profile Builder

You can upgrade your data from Job Description Manager to Job Profile Builder through the *Upgrade Center*.

Prerequisites

You can perform an upgrade from the *Upgrade Center* when:

- - You're currently using Job Description Manager to manage your skills and competencies data.
  - You haven't successfully completed the technical migration (JDM old to new sync job) of Job Profile Builder. To check the status of your migration, run the *Admin Center* > *Check Tool* > *Migration* > *Talent Intelligence Hub* > *JPBNotMigratedMandatoryPreCheck*.
  - You've the *Administrator Permissions* > *Admin Center Permissions* > *Manage Upgrade Center* role-based permission.

Context

With Upgrade Center, enabling Job Profile Builder and completing the technical migration are combined into one step. Both the actions are completed as part of a single process. During the migration, all existing role descriptions from Job Description Manager are automatically migrated to Job Profile Builder. For every role available in Job Description Manager, a corresponding job profile is created in Job Profile Builder. The description associated with each role in Job Description Manager is copied into the job profile name field in Job Profile Builder. This ensures that your existing job-related content is preserved without the need for manual updates.

Procedure

1. Go to *Admin Center* > *Upgrade Center*.
2. Under the *Important Upgrades* section, locate the *Job Profile Builder* module.
3. Click *Learn More and Upgrade Now*.

4. On the Job Profile Builder page, review and read all the details and click *Upgrade Now*.
5. In the next page, click *Yes* to confirm the migration.

3.3 Using Provisioning to Perform a Technical Migration

Migration from Job Description Manager to Job Profile Builder involves the migration of data structures such as your company's competencies, job families, and job roles.

Prerequisites

- Enabled Job Profile Builder.
- Clear the checkbox: *Company System and Logo Settings* > *Disable Search Autocomplete*.
- You've checked and prepared your Job Description Manager data for migration. See **Context** and **Related Information** for additional guidance.

Context

Current implementations begin with Job Description Manager and have pre-existing Job Description Manager data in the system. Thus, as a first step, use the *Check Tool* to validate your Job Description Manager data before migrating to Job Profile Builder. Next, correct any issues found by the check tool with your Job Description Manager data to prepare for migration from Job Description Manager to Job Profile Builder. Note that any corrections to be made are done from Provisioning.

> → Remember
>
> As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

Procedure

1. Go to *Company Settings* for your company in Provisioning.
2. Go to *JDM v2.0/Skills Management*.
3. Provide username of an administrator for the migrate job in the text box.
4. Select *Migrate* to trigger the migration job.

> ⚠ Caution
>
> After migration, don't change Family and Job Role data from Provisioning. Any changes made from Provisioning aren't synced with data in the system.

Next Steps

Go to *Admin Center* > *Check Tool* and then refer to the instructions mentioned in Using Check Tool for Job Description Manager and Job Profile Builder [page 8].

> ⓘ Note
>
> Job Description Manager data is locale-specific. When migrating data to Job Profile Builder, the system creates Job Profile Builder data in English U.S. locale whatever the locale of existing data. Post migration, export Job Profile Builder data, add translations for the locales you use and reimport the data.

Related Information

Using Check Tool for Job Description Manager and Job Profile Builder [page 8]

3.3.1 Enabling Job Profile Builder in Provisioning

This topic gives details about enablement of Job Profile Builder in Provisioning.

Context

Current implementations begin with Job Description Manager and have pre-existing Job Description Manager data in the system. Thus, as a first step, use the *Check Tool* to validate your Job Description Manager data before migrating to Job Profile Builder. Next, correct any issues found by the check tool with your Job Description Manager data to prepare for migration from Job Description Manager to Job Profile Builder. Note that any corrections to be made are done from Provisioning.

> → Remember
>
> As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

Procedure

1. Log in to Provisioning.
2. Go to *Company Settings* and enable the following:
   - *JDM v2.0/Skills Management*
   - *Role-based Permission*

- *Enable Generic Objects*

> **Note**
>
> If you have an existing implementation of Job Description Manager, once *JDM v2.0/Skills Management* is enabled, setting for Job Description Manager is disabled and the functionality to access Job Description Manager data is no longer available. You're able to access your Job Description Manager data from Provisioning after enablement.

Next Steps

- Migrate existing data to Job Profile Builder and Center of Capabilities.
- Set up role-based permissions for Job Profile Builder data objects.

4 Security and Visibility for Job Profile Target Role-based Permissions

You can control security and visibility for your job profile target role-based permissions using Metadata Framework Configure Object Definitions tool.

Overview About Security for MDF Using Role-based Permissions

You can add security based on role-based permission to the MDF object definition, which can be added to objects, field, and association levels. Setting up security allows you to control which users can view, edit, or import and export data in an object or field. With MDF you can set up security at the more granular field level. For objects and fields, you can control access based on roles within the system

Security has to be added so you can view or edit target role-based permissions for the following Job Profile Builder permissions:

- *Job and Skills Visibility*
- *Skill Profile*
- *Rated Skills*

Related Information

Setting Up Job and Skills Profile Visibility [page 15]
Setting Up Visibility for Skill Profile [page 15]
Setting Up Visibility for Rated Skills [page 16]
More about Using MDF:
Implementing the Metadata Framework
Helpful Topics from Implementing the Metadata Framework
Overview of Setting Up Security for MDF Using Role-Based Permissions (RBP)
Adding Security for Object Definition

4.1 Setting Up Job and Skills Profile Visibility

You can set up *Job and Skills Profile* visibility role-based permissions using the *Configure Object Definitions* tool.

Procedure

1. Go to *Admin Center* > *Configure Object Definitions*.
2. Go to *Search* > *Object Definition* > *Job Profile*
3. Go to *Take Action* > *Make Correction*
4. Go to the *Security* section towards end of the page and complete the form:

Field	Set to
Secured	**Yes**
Permission Category	**Manage Job & Skill Profile Visibility**
RBP Subject User Field	Leave it blank
CREATE Respects Target Criteria	**No**

5. Select *Save* to finish.

4.2 Setting Up Visibility for Skill Profile

You can set up *Skill Profile* visibility role-based permissions using the Configure Object Definitions tool.

Procedure

1. Go to *Admin Center* > *Configure Object Definitions*.
2. Go to *Search* > *Object Definition* > *Skill Profile*
3. Go to *Take Action* > *Make Correction*
4. Go to the *Security* section towards end of the page:

Field	Set to
Secured	**Yes**
Permission Category	**Manage Job & Skill Profile Visibility**
RBP Subject User Field	Leave blank.

Field	Set to
CREATE Respects Target Criteria	**No**

5. Select **Save** to finish.

4.3 Setting Up Visibility for Rated Skills

You can set up *Rated Skills* visibility role-based permissions using the Configure Object Definitions tool.

Procedure

1. Go to *Admin Center* > *Configure Object Definitions*.
2. Go to *Search* > *Object Definition* > *Rated Skills*
3. Go to *Take Action* > *Make Correction*
4. Go to the *Security* section towards end of the page and complete the form:

Field	Set to
Secured	**Yes**
Permission Category	**Manage Job & Skill Profile Visibility**
RBP Subject User Field	Leave blank.
CREATE Respects Target Criteria	**No**

5. Select **Save** to finish.

5 Permissions Required for Using Job Profile Builder

You can set up basic role-based permissions to enable Job Profile Builder using the *Manage Permission Roles* tool.

The role-based permissions can be provided to a target population. The following table provides the list of role-based permissions

Permissions for Job Profile Builder

Permission Name	Permission Location	Description
Manage Job Profile Template	Manage Job Profile Builder	
Manage Job Profiles	Manage Job Profile Builder	
Configutre Job Profile Acknowledgement Settings	Manage Job Profile Builder	
Manage Job Profile Content Import/Export	Manage Job Profile Builder	
Manage Job Profile Content	Manage Job Profile Builder	
Job Profile	Manage Job & Skill Profile Visibility	You must enable security and visibility settings from the *Job Profile* object using the *Configure Object Definitions* tool so that *Manage Job & Skill Profile Visibility* is enabled in role-based permission. You can set additional permissions by selecting different actions.
JobReqJobProfile	Manage Job & Skill Profile Visibility	
Skill Profile	Manage Job & Skill Profile Visibility	You must enable security and visibility settings from the *Job Profile* object using the *Configure Object Definitions* tool so that *Manage Job & Skill Profile Visibility* is enabled in role-based permission. You can set additional permissions by selecting different actions.
Skill Profile.Rated Skills (Rated Skills)	Manage Job & Skill Profile Visibility	

Related Information

List of Role-Based Permissions

6 Configuring Skill Profile in People Profile

You can enable your employees to edit their *Employee Self-Rating* and *Manager Rating* in People Profile.

Prerequisites

> **Note**
>
> You can use the skill profile if you've not enabled Talent Intelligence Hub. If you've enabled Talent Intelligence Hub, it is recommended that you use the Growth Portfolio to manage your skills.

- Visibility for Rated Skills enabled
- Permission for Rated Skills enabled
- People Profile

Procedure

1. To add Skill Profile to People Profile, go to *Admin Center* > *Configure People Profile* .
2. Locate either Profile or *Skill Profile* to select.

   When you've selected the section you want to edit, the *Edit Section* navigation appears next to the *Configure People Profile* sections.
3. Select the empty *subsection* below your People Profile section.

   The *Edit Subsection* navigation page next to the *Configure People Profile* sections is activated.
4. Go to the *Edit Subsection* navigation page and enter in the name of your subsection.
5. Select *Save*
6. Select the empty block next to your new subsection.

   When you select the empty block, the *Available Blocks Drag and drop blocks to create profile* navigation page appears next to the *Configure People Profile* sections.
7. Go to the *Available Blocks* page and enter in **`Skill Profile`** in the search bar.

   The Skill Profile People Profile block appears below the search bar.

   > **→ Tip**
   >
   > If Skill Profile doesn't show up, visibility or permissions wasn't set up.
8. Drag and drop the Skill Profile over to the empty block next to the subsection you want.
9. Select *Save* to finish.

Related Information

Adding a Section to the People Profile
Adding a Block to the People Profile
Editing a Subsection

7 Configuring Skills Profile Block for People Profile

You can configure Skill Profile for your instance.

Prerequisites

> **Note**
>
> You can use the skill profile if you've not enabled Talent Intelligence Hub. If you've enabled Talent Intelligence Hub, it is recommended that you use the Growth Portfolio to manage your skills.

- Visibility for Rated Skills enabled.
- Permission for Rated Skills enabled.
- People Profile enabled.
- Skill Profile permissions enabled in role-based permission under *Employee Views*.

Procedure

1. Go to *Admin Center* > *Configure Employee Files*.

   You're directed to the *Design Employee Files Layout* page, where you customize your People Profile blocks.
2. Find the *Skill Profile* block under the *View Name* column.
3. From the *Skill Profile* row, go to the *Show/Hide* column and select the checkbox that corresponds with *Skill Profile*.
4. Select *Save* to finish.

8 Job Profile Templates

Customizable Job Profile Templates with easy-to-use rich text editing (RTE) capabilities enable you to create a consistent look-and-feel for job profiles across job families.

Job Profile Templates contain content types, sections order, required sections definitions, and formatting, but not actual content. You can choose to have one job profile template for all roles within your organization or use different templates per role. For example, a manufacturing organization may want to use one job template for all plant staff and another for all administrative staff, due to compliance requirements.

Job profile templates can be connected to single or multiple job families.

> **Note**
>
> To audit Job Profile Builder objects, see the **MDF Version History** row in the Basic Configurations in Object Definition section.

1. Creating a New Job Profile Template [page 21]
   This topic gives detailed steps on how to create a new job profile template for *Job Profile Builder* using the *Manage Job Profile Templates* tool.
2. Configuring Sections for Your Job Profile Templates [page 22]
   You can customize your Job Profile Template sections to restrict access to administrators, viewable for internal and external *Job Requisitions* postings, and to enable required sections.

Related Information

Creating a New Job Profile Template [page 21]
Configuring Sections for Your Job Profile Templates [page 22]

8.1 Creating a New Job Profile Template

This topic gives detailed steps on how to create a new job profile template for *Job Profile Builder* using the *Manage Job Profile Templates* tool.

Procedure

1. To launch the *design your template* tool, follow these steps:

a. Go to *Admin Center* > *Manage Job Profile Templates*
b. Select *Create Template* that opens the *Create Job Profile Template* form.
c. Enter in the name of your job profile template.
d. Select *Add* button to add job family you want to associate with your job profile template.
e. Select *Next* that opens up the *Design your template* page.

2. Select *I'm done* to finish.

Next Steps

You can edit and customize your job profile template. To learn more about customizing your job profile template, refer to the Configuring Sections for Your Job Profile Templates [page 22] topic.

Task overview: Job Profile Templates [page 21]

Next task: Configuring Sections for Your Job Profile Templates [page 22]

8.2 Configuring Sections for Your Job Profile Templates

You can customize your Job Profile Template sections to restrict access to administrators, viewable for internal and external *Job Requisitions* postings, and to enable required sections.

Procedure

1. Select the section you want to edit until the gear icon appears.
2. Select the gear icon.

   When you select the gear icon, display options appear to the right of your section.
3. To configure your display options, select any of these options:

Display Option	More Information
Make this a required section	When you select this option, the section is marked as a required section when you create job profile content. The red letter R appears next to that section in your job profile template.
Section visible to Admins only	When you select this option, only administrators view that section when they receive job profile acknowledgments.

Display Option	More Information
Show in Job Requisition	When you select the *Show in Job Requisition*, you can select checkbox for any or all these options: • Show in external posting • Show in internal posting When you select this option for **Competencies** section, the Job Profile Builder competencies are shown in *Job Profile*, *Interview Central*, and *View Candidate Ratings* screens. **⚠ Restriction** The *Show in Job Requisition* is **NOT** available when the *Section visible to Admins only* option is selected.

4. Use these options to change your section title and section content style:
   - Go to *TITLE STYLE* to change your *Font Size*, style of text, and *Heading Level*.

     ⓘ Note

     Making changes to the heading level will not change the content's appearance on the job requisition details or job posting but will only be beneficial for users who use screen readers to access the content.
   - Go to *CONTENT STYLE* to change font and paragraph style.
5. Select **`I'm done`** to finish and save your changes.

Task overview: Job Profile Templates [page 21]

Previous task: Creating a New Job Profile Template [page 21]

9 Job Profiles

A Job Profile contains all the elements that can define a job or a position in your company. This includes the elements such as titles, descriptions, skill, competencies, and so on.

A job profile can be associated to a **role** or to a **role and position** and is then a Role or Position based job profile respectively.

As an administrator, you can build your Job Profiles in the system, or have other roles be involved in building the profiles where an approval workflow is also in place.

Related Information

What You Need to Know About Creating Job Profiles Without Workflow [page 25]
Using Workflow for Creating and Approving Job Profiles [page 28]
Creating Job Profiles [page 24]
Accessing Your Job Profiles [page 36]
Tips for Creating Job Profiles [page 35]

9.1 Creating Job Profiles

When you've associated your family with a Job Profile Template, you can now create your job profile.

Prerequisites

- Your Job Profile content, such as skills and attributes are in place.
- You've created your Job Profile template.
- You have your workflow in place if using workflows.

Context

There are two ways you can create your job profile:

- Using Manage Job Profiles tool as an administrator, without workflow
- Create job profiles using *Job Profiles* option using People Profile.

> **Note**
>
> We recommend using Job Profile Builder workflow to ensure that job profiles go through an approval process.

Next Steps

Go to the relevant topic for information on how to create Job Profiles using your method of choice.

Related Information

What You Need to Know About Creating Job Profiles Without Workflow [page 25]
Using Workflow for Creating and Approving Job Profiles [page 28]

9.1.1 What You Need to Know About Creating Job Profiles Without Workflow

You can create your job profiles directly using the Manage Job Profiles as an administrator when you've created your job family, role, or position associated with a job profile template.

Creating Job Profiles Without Workflow

When you create a job profile using the Manage Job Profiles page, the job profile is saved as a draft and there's no workflow approval process. There's a one-on-one relationship between a role and a job profile. Use the *Create Job Profile* button when you want to create your new job profile.

Create Job Profile Page

There are two *Create Job Profile* pages. When you select the *Create Job Profile Button*, you're directed to the *Create Job Profile* page where you can select from a list that contains these three columns so you can create your job profile:

- Job Families
- Job Role
- Job Position

→ Tip

Job Position Column may be empty if your role doesn't have a job code or job classification associated with a position.

The JPB **Position** refers to the `Position Extension` Object. `Position Extension` is an object created by the system when a job code attached to a position (`Position` MDF object) is mapped to a role. `Position Extension` object is used to store the Skills and Competencies mapped to the position.

⚠ Caution

Changing the `Position Extension` Object manually isn't recommended.

If you only select the *Job Role* and go to *Next*, you create a **Role-Based** job profile. If you select a *Job Role* and a *Job position* and go to *Next*, you create a **Position-Based** job profile.

When you select the *Next* button, you're directed to the second *Create Job Profile* page that appears as the job profile template that's associated with your new job profile.

Your new job profile includes your family, role, and mapped skills. You can add additional information to your job profile sections.

Related Information

Creating Job Profiles Without Workflow [page 26]

9.1.1.1 Creating Job Profiles Without Workflow

As an administrator, you can create and activate job profiles using the Manage Job Profiles tool you can access from Admin Center.

Prerequisites

- Job Profile Template

Procedure

1. Go to *Admin Center* > *Manage Job Profiles*.

   When you select Manage Job Profiles, you're directed to the *Job Profile* page that lists job profiles.
2. From the *Job Profile* page, select **`Create Job Profile`** to create your job profile.

When you select the *Create Job Profile* button, you're directed to the *Create Job Profile* page that contains three columns:

- *Job Families*
- *Job Role*
- *Job Position*

3. Select the family that you want under the *Job Families* column.
4. Select the role that you want under the *Job Role* column.

> **Note**
>
> There's a 1:1 relationship between a role and profile.

5. Select the job position that you want under the *Job Position* column.

> **→ Tip**
>
> *Job Position* column is empty if your role doesn't have a job code or job classification associated with a position.

6. To display the job profile template, select **`Next`**.

   When you select the *Next* button, the form that contains sections for your associated job profile template appears.
7. Select *Type Job Profile Name* with your mouse that activates an empty text field.
8. Enter in your profile name in the *Type Job Profile Name* text field.
9. Add all required or additional content to the text fields in your job profile sections.
10. To save your job profile, select the **`I'm done`** button.

> **→ Tip**
>
> A dialog prompt appears to fill out any required sections that are incomplete before you can activate your job profile.

> **⚠ Caution**
>
> The *I'm done* button remains grayed out until you add a job profile name.

   When you select the *I'm done* button, you're directed back to the *Job Profile* page and your saved job profile is in draft status.
11. To activate your job profile, locate your job profile from the *Job Profile* and select the gear icon under the *Actions* column.
12. From the gear icon, select **`Activate`** that opens up a dialog prompt that reads: **Are you sure you want to activate this profile?**
13. Select **`Yes`** to activate your job profile. You can now use your new job profile.

Related Information

Accessing Your Job Profiles [page 36]

9.1.2 Creating Job Profiles

As an administrator, you can now use the administrator user interface to create job profiles.

Prerequisites

- You've created your job profile template.
- You've created the required job profile content such as skills and competencies.
- You've the *Administrator Permissions* > *Manage Job Profile Builder* > *Manage Job Profiles* role-based permission.

Procedure

1. Go to *Admin Center* > *Manage Job Profiles*.
2. From the *Job Profile* page, choose *Create* to create your job profile.
3. Select the family, role, or a position and then choose *Next*.
4. In the *Additional Details* tab, specify the job profile name and fill in all the other additional details such as the header, job description, summary, and so on. You can also link the required skills and competencies using the *+ Add* button.
5. Choose *Next*.
6. In the *Review* tab, review all the details and choose *Create*.
7. To activate your job profile, locate your job profile from the *Job Profile* and select the *three dots* icon under the and choose *Activate*.
8. Choose *OK* to activate your job profile. You can now use your new job profile.

9.1.3 Using Workflow for Creating and Approving Job Profiles

You can use Job Profile Builder Workflow for approving new job profiles once you have family or roles created. Workflows help administrators and management to ensure that job profiles have been reviewed before publishing.

Creating Job Profiles Using Workflow

When you've created your job family and role and associated with a job profile template, you're ready to create your job profile. Before you start creating job profiles, set up a workflow for new and changed job profile approvals.

→ Tip

You can't map additional skills or role-based competencies to that same job profile once a job profile is in pending workflow approval status.

⚠ Restriction

When Employee Central isn't enabled, you can approve MDF workflows but you can't access the *Workflow Details* page as a proxy user.

Change Request Dialog Box

When you've selected your job family, role, and positions, and advance to the *Create Job Profile* page, the *Change Request* dialog box appears on the screen. The *Change Request* dialog box is only available when you create job profiles using People Profile.

You can view the approvers by selecting the *View approvers* link within the same dialog box.

Creating a New Workflow [page 30]
You can define workflows to set up approval processes for changes made by a manager or employee to employee data. After you have created a workflow, you can associate it with an object.

Setting Up Workflows to Appear on To-Do Lists [page 31]
Associate the workflow you have created with your *Job Profile Draft* object. This will enable the job profile change requests to appear in workflow approvers' to-do cards.

Creating Your Job Profile with Workflow Enabled [page 32]
Create your job profiles after configuring and enabling your workflow.

Approving Job Profile Workflow Requests [page 34]
You can approve new or changed job profiles using Job Profile Builder workflow process.

Related Information

Accessing Your Job Profiles [page 36]

9.1.3.1 Creating a New Workflow

You can define workflows to set up approval processes for changes made by a manager or employee to employee data. After you have created a workflow, you can associate it with an object.

Context

As an Admin, you can create workflows using **Manage Organization, Pay and Job Structures** page.

> **Note**
>
> MDF workflows can be triggered for entities shown in *Manage Data* page but not from the *Configure Object Definition* page, for example, a workflow cannot be triggered while adding and deleting picklist values for an existing MDF picklist. MDF workflows do not support non-MDF picklists or picklists created on the *Configure Object Definition* page. An MDF picklist or MDF object definition creation is a super admin feature and MDF workflow doesn't apply to these two.

Procedure

1. Go to *Admin Center* > *Manage Organization, Pay and Job Structures* page.
2. From *Create New* dropdown, select option **Workflow**.

   Workflow UI appears.
3. In *Workflow ID* field, provide a unique ID for your workflow.
4. In *Name* field, provide a name for your workflow.
5. In *Description* field, provide a description for your workflow.
6. In *Remind In Days* field, specify the number of days to set up reminders for your workflow objects.
7. From *Is Delegate Supported* dropdown, field to select Yes or No.

   > **Note**
   >
   > **No** is the default selection.
8. If you want to trigger an alternate workflow, select the workflow from the *Alternate Workflow* dropdown.
9. From the *Redirect CC Users to Workflow Approval Page* dropdown, specify either **Yes** or **No**.

   > **Note**
   >
   > Select **Yes**, when you want the individuals selected as CC Role redirected to the workflow approval page, so they can access workflow approval content. Select **No**, to allow individuals selected as CC Role can access the workflow object itself.
10. In the *Step* section, define any number of steps required in the approval process.

> **Note**
>
> You can also define a workflow with no approval step.

11. In the *Contributors* section, add employees who do not act as approvers. Typically, contributors are notified about changes, and can provide comments.
12. In the *Cc Role* section, add employees who should be notified whenever a workflow is completed.
13. Click *Save*.

Next Steps

Once the workflow is created, next step is to assign the workflow to an object. To know more on how to assign workflows, refer to section **Triggering Workflows** in *SAP SuccessFactors Employee Central* > *Implementing and Configuring Workflows in Employee Central* guide.

Task overview: Using Workflow for Creating and Approving Job Profiles [page 28]

Related Information

Setting Up Workflows to Appear on To-Do Lists [page 31]
Creating Your Job Profile with Workflow Enabled [page 32]
Approving Job Profile Workflow Requests [page 34]

9.1.3.2 Setting Up Workflows to Appear on To-Do Lists

Associate the workflow you have created with your *Job Profile Draft* object. This will enable the job profile change requests to appear in workflow approvers' to-do cards.

Procedure

1. Go to *Admin Center* > *Configure Object Definitions* that takes you to the *Configure Object Definition* page.
2. Go to *Search* > *Object Definition* > *Advanced* to select *Job Profile Draft* from the *Advanced* field dropdown menu. The *Job Profile Draft* page opens up.
3. Select *Take Action* > *Make Correction*, which enables you to edit the *Job Profile Draft* object.
4. Go to *Workflow Routing* dropdown menu in your *Job Profile Draft* form to select your workflow.
5. Go to *Todo Category* dropdown menu to select *Job Profile Requests*
6. Select *Save* to finish.

Task overview: Using Workflow for Creating and Approving Job Profiles [page 28]

Related Information

Creating a New Workflow [page 30]
Creating Your Job Profile with Workflow Enabled [page 32]
Approving Job Profile Workflow Requests [page 34]

9.1.3.3 Creating Your Job Profile with Workflow Enabled

Create your job profiles after configuring and enabling your workflow.

Prerequisites

- Workflow is already configured for *Job Profile Draft* object.

Context

> **Note**
>
> Instructions in this topic describe how to access and create job profiles with workflow using People Profile. You can still access the same menus using People Profile.

Procedure

1. Go to *Admin Center* > *My Employee File* that opens up your People Profile page.
2. Locate the *Action* menu and select *Job Profiles* option.

   > **Note**
   >
   > When you go to the job profiles page directly from the *Admin Center* and create your job profile, you're creating a job profile without workflow.

   When you select *Job Profiles*, you're directed to the *Job Profile* page that list job profiles. This page looks similar to Manage Job Profiles page.

3. Select **`Create Job Profile`** to create your job profile.

   When you select the *Create Job Profile* button, you're directed to the first *Create Job Profile* page that contains three columns:

   - *Job Families*
   - *Job Role*
   - *Job Position*
4. Select the family that you want under the *Job Families* column.
5. Select the role that you want under the *Job Role* column.

   > **Note**
   >
   > There's a 1:1 relationship between a role and profile.
6. Select the job position that you want under the *Job Position* column.

   > **→ Tip**
   >
   > *Job Position* Column may be empty if your role doesn't have a job code or job classification associated with a position.

   The JPB **Position** refers to the `Position Extension` Object. `Position Extension` is an object created by the system when a job code attached to a position (`Position` MDF object) is mapped to a role. `Position Extension` object is used to store the Skills and Competencies mapped to the position.

   If you only select the *Job Role* and go to *Next*, you create a **Role-Based** job profile. If you select a *Job Role* and a *Job Position* and go to *Next*, you create a **Position-Based** job profile.

   > **⚠ Caution**
   >
   > Changing the `Position Extension` Object manually isn't recommended.
7. Select **`Next`**.

   When you select the **`Next`** button, the job profile template for your job profile appears.

   > **Note**
   >
   > The *Change Request* dialog appears next to the new job profile. You can view list of approvers by selecting the *View approvers* link.
8. Select *Type Job Profile Name* with your mouse and an empty text box appears.
9. From that empty text box, enter the name of your job profile.
10. Add all required or additional content to the free-form text fields in your job profile template for your job profile.
11. To save your job profile, select the **`I'm done`** button.

    > **⚠ Caution**
    >
    > The *I'm done* button remains grayed out until you add a job profile name.

    You're directed back to the *Job Profile* page.
12. To locate your pending job profile request, go to the *In-workflow Job Profile* tab.

Task overview: Using Workflow for Creating and Approving Job Profiles [page 28]

Related Information

Creating a New Workflow [page 30]
Setting Up Workflows to Appear on To-Do Lists [page 31]
Approving Job Profile Workflow Requests [page 34]

9.1.3.4 Approving Job Profile Workflow Requests

You can approve new or changed job profiles using Job Profile Builder workflow process.

Prerequisites

- Job Profile Template
- Workflow enabled for *Job Profile Draft* object.
- Workflows configured to appear on your To-Do list or homepage.
- Authorized to approve workflow requests.
- Job Profile in pending approval process status.

Context

Once you have set up your workflows, and have created your job profiles that use a workflow, you can access your pending approvals in multiple ways.

Procedure

1. Access job profile change requests.

Access using...	Description
Home Page	Find the *Job Profile* approvals card on the home page to access your pending approvals.
Action Search with `View my pending requests`	Type **`View my pending requests`** in the search box accessible anywhere in the SAP SuccessFactors application to see all your *Pending Requests*.

Access using...	Description
Manage Job Profiles	Find *Manage Job Profiles* from Action Search or Tool Search. Go to the In-workflow Job Profile to find the pending job profile requests.

2. Select the request you wish to review from the *My Workflow Requests*.

   You can access workflow and request details for the new or changed job profile.
3. To approve and finish, insert any comments if applicable and select **Approve**.

   A message appears that states that your approval is successful. To verify, you can go back to the Manage Job Profiles page. Upon approval, that job profile is in *Active* status.

Task overview: Using Workflow for Creating and Approving Job Profiles [page 28]

Related Information

Creating a New Workflow [page 30]
Setting Up Workflows to Appear on To-Do Lists [page 31]
Creating Your Job Profile with Workflow Enabled [page 32]

9.2 Tips for Creating Job Profiles

This table describes some issues you see in JPB including why you see the ⊗ status icon for a job family, job role, or job position when in the initial *Create Job Profile* page.

Troubleshooting Tips for Creating Job Profiles

Job Content type	Status Message	What You Need to do
Job Families Column	When you hover over this icon, this message appears: • A job profile can't be created from this job family because it isn't associated with a template	Your job family has to be associated with a job template so you can create your job profile.
Job Role Column	When you hover over this icon, this message appears: • A job profile can't be created from this role because it's associated with one	Each role can only have one profile. You can copy a profile to another role, create a new one, or use a different one.

Job Content type	Status Message	What You Need to do
Job Position Column	When you hover over this icon, this message appears: • A job profile can't be created from this position because it's associated with one	There's already a job profile associated with that role and position. **Note** There's no 1:1 relationship between positions and job profiles. This icon appears with specific positions that have been associated with job profile. It's possible to create a new job profile using same role but for a different position.
	`Invalid Position` is caused by the following: • Position has been invalidated. • Position was created for a Job Classification. Job role associated with this position is then used to create a job profile. Thereafter, the position was modified to use another job classification • Job code mapping has been removed from job role after the creation of the profile.	Fix the issue causing the position to be invalid.

9.3 Accessing Your Job Profiles

You've created and activated your job profiles. Learn how to look up your job profiles in the SAP SuccessFactors application.

Prerequisites

You have role-based permissions to access job profiles.

Procedure

1. Use the main navigation menu to go to People Profile.
2. Go to *Action* > *Jump To* > *Job Profiles*.

You see the *Job Profiles* screen with tabs for available job profiles as well as those in workflow for approval.

9.4 Using Job Analyzer for Job Profile Builder

You can now use Job Analyzer when building job profiles using Job Profile Builder that analyzes job profile sections for words that contain bias.

Scans for Bias In Job Profile Sections

Job Analyzer Language Section uses machine learning to scan for potential bias in any of these job profile sections:

- Summary (Short Description)
- Job Description (Long Description)

When you create your job profile and enter in your short and long descriptions, you can open up Job Analyzer by selecting the Job Analyzer tab to the side of the *Create Job Profile* page.

When Job Analyzer completes language scan, your score should appear within the window. All words that have **masculine** or **feminine** are scored as percentages. All words that contain bias appear in Job Analyzer.

Suggesting Words

9.4.1 Enabling Job Analyzer Using Upgrade Center

Enable the Job Analyzer to get insights into the effectiveness of your job requisitions.

Prerequisites

The metadata framework (MDF) is enabled.

Context

The Job Analyzer includes:

- analysis of system data;
- analysis of the effectiveness of the job description;
- analysis of gender biases in the job description;

- insights and indexes of external, aggregated open web data through smart-search APIs.

Procedure

1. Go to *Admin Center* > *Upgrade Center*.
2. Choose *Job Analyzer* in the *Optional Upgrades* section.
3. Choose *Upgrade Now*.

   The *Upgrade to Job Analyzer* dialog appears with a confirmation message.
4. Choose *Yes* to proceed.

   A success message is displayed.
5. Choose *Ok* to close the dialog.

Results

The Job Analyzer is enabled and available to people with the relevant permissions.

> → Remember
>
> It can take up to 30 minutes for changes to take effect in the system. You may need to log out and log back in to see changes.

Next Steps

Give the appropriate roles the following permissions:

- *Administrator Permissions* > *Manage System Properties* > *View Job Analyzer Salary Section* (available in Recruiting only)
- *Administrator Permissions* > *Manage System Properties* > *View Job Analyzer Gender Check Section* (available in Recruiting and in Job Profile Builder)
- *Administrator Permissions* > *Manage System Properties* > *View Job Analyzer Skills Section* (available in Recruiting and in Job Profile Builder)

9.4.2 Feature Details of Job Analyzer Tool

The main features of Job Analyzer tool include Gender Bias Scan, Recommended Skills, Salary, and Machine Learning Notes. Each of these features helps you to create an effective and gender-neutral job descriptions.

9.4.2.1 Gender Bias Section in Job Analyzer

The Gender Bias section of the Job Analyzer tool allows you to gauge the language used in the Job Description based on the score. It also suggests you with the alternatives to avoid gender-bias terms in the Job Description.

Insight	Description
Language Overall Score	Gives an overall rating of the Gender Bias score results. If the Job Requisition contains only neutral wordings, the score is 5/5. This Score is impacted by the amount of non-neutral vocabulary (masculine and feminine), and by the imbalance between masculine and feminine.
Gender Bias Scan	Gives the proportion of indirect masculine and feminine bias words in the job description and the proportion of neutral vocabulary. This provides the most notable biased words detected in the text. The Gender Detection algorithm also provides alternatives that are marked as neutral, whenever such alternatives exist for a biased word. Selecting one of the proposed neutral alternatives results in the replacement of the biased word with the selected word throughout the Job Description. If Job Analyzer doesn't provide any alternatives for a given biased word, or if you aren't satisfied with any of the suggestions, you can enter a custom word of your own in the text box. You can validate this custom word by clicking *Replace* option. This action results in the following: • The biased word is replaced by the selected replacement, throughout the Job Description. • The custom word is sent to the Job Analyzer and is aggregated into a global, growing syllabus of replacement suggestions. **Note** You can revert any changes of words by clicking *Undo* option, but ensure that the Job Analyzer isn't refreshed before you perform this action.

Note

- Job Analyzer is used for Job Summaries (Short Description) and Job Description (Long Description) Job Profile sections using Job Profile Builder.
- The *Gender Bias Scan* section in Job Analyzer Tool supports all the available English locales. An error message is displayed when the locale isn't supported.

Gender Bias Detection

SAP SuccessFactors uses a combination of data analysis and natural language processing techniques to build the Gender Bias Detection algorithm. The foundation of the algorithm is sociological research, showing that certain wordings in certain contexts carry out societal biases that can, statistically, prevent people from applying to a Job (women being statistically more impacted than men).

For a more complete contextual and sociological explanation, see the Related Information section.

The building of the Gender Bias Detection algorithm follows these three high-level steps:

1. Gathering the base data. Base data is the wordings that were proven to be perceived as gender biased. This is gathered from academic research and curated by linguistic specialists.
2. Expanding the collection of potentially biased words, using Word Embedding. Word Embedding is a Machine Learning technique that can, under certain conditions, uncover semantic and conceptual associations between different words.
   For example, if **caring** is among the list of **feminine biased** words provided by the original research, word embedding could find out that **supporting** is conceptually close enough to **caring** to carry a similar feminine bias, even though it wasn't considered in the original research.
3. Validating and correcting the expanded collection of biased words by confronting it to historical recruitment data. For example, how many past job advertisements contained certain words and the actual impact on the gender of the past applicants.

All data used in building this algorithm is academic research data and public data.

10 Creating Job Profile Content

Add job profile content to populate your job profiles. Additionally, Competency and Skills Library add-ons provide off the shelf industry verified content.

Creating Job Profile Content

You can add job profile content several ways:

- Add from the UI, using *Manage Job Profile Content* page from scratch or using *SuccessStore*.
- Add using *Manage Job Profile Content Import/Export*
- Add using MDF *Import and Export Data* tool.

Related Information

Job Profile Builder Content Object Associations [page 55]
Introduction to Skills [page 57]
Competencies and Behaviors
Creating Content Using Import and Export Process [page 61]
Adding Job Profile Content from UI [page 46]
Job Profile Builder Content Types [page 42]
Job Profile Objects Dependencies [page 55]

10.1 Job Profile Builder Content Types

You can create different types of job profile content that you can add as required or optional sections in your job profile template.

Job Profile Builder Content Objects and Examples

Content Type	JPB Object Name	Description	Examples
Families	Set Up Families and Roles	Is a group of jobs that involve similar types of work. May require similar training, skills, competencies, and knowledge that help organize related jobs for job profiles.	Example • Organizational Leadership • Human Resources
Sub-Families	Set Up Families and Roles	Is an intermediate classification within the job architecture that groups related roles under a broader job family. It is a subset of a family and provides an additional level of structure by organizing roles with similar characteristics and skills sets into specific categories.	Example • Business Operations Leadership • HR Operations
Roles	Set Up Families and Roles	A prescribed or expected behavior and skills associated with a specific position or status in a group or organization. When you create a role in Job Profile Builder, it can be associated with a family, job code, job classifications, and positions.	Example • Operations Manager • HR Professional
Certification	certification	Refers to confirmation of certain characteristics of an object, person, or organization that is provided by some form of external review, education, assessment, or audit.	Example • CPA • CSM • MFT
Employment Condition	Employment Condition	Condition that an employer and employee agree upon for a job that can include: work days, hours, breaks, dress code, vacation, sick days and pay.	Example • Legally authorized to Work in Xxxxxx country/region • hours of work • Ability to travel XX-XX%

Content Type	JPB Object Name	Description	Examples
Education – Degree	Education - Degree	An academic degree is a qualification awarded upon successful completion of a course of study in higher education such as a college or a university.	**Example** • Bachelors • MBA • Associates Degree
Education – Major	Education - Major	A subject for field chosen by a student to represent their principal interest where their efforts are focused.	**Example** • Engineering • Business • Administration • Law
Interview Question	Interview Question	A conversation when questions are asked and answers are given. One person acts in the role of the interviewer and the other in the role of the interviewee.	**Example** • *Tell me about a time when you had to solve a complex problem.* • *How many years of experience do you have?*
Job Responsibility	Job Responsibility	Is a list that an individual can use for general tasks, functions, and responsibilities for specific positions.	**Example** • Complete onboarding process in HRIS System • Ensure that warehouse is prepared with appropriate amounts of materials
Physical Requirement	Physical Requirement	Physical and mental functions required to perform for a job.	**Example** • Ability to stand 3–4 hours per day • Ability to lift 30 lbs. overhead
Relevant Industry	Relevant Industry	Is a list of industries that can be set up. Having this content help connect generic roles to that specific industry.	Project Manager role is different within a telecommunication industry as compared to a project manager that works for a financial institution.

Content Type	JPB Object Name	Description	Examples
Skill	Skill	Knowledge and experience required for job that can be developed through a mix of formal training, education, and experience.	Example • Project Management Methodology • Business Process Modeling • Conflict Resolution

> **Note**
>
> Job code of type JOBCODE is from the User Data File JOBCODE field. Job code of type JOBCLASSIFICATION is from the MDF Job Classification object. When mapping job codes, those codes that you see appended with "- FO" are of type JOBCLASSIFICATION. It's recommended to use JOBCLASSIFICATION if you have Employee Central implemented and JOBCODE if you don't have an Employee Central implementation in your instance.

> **Note**
>
> Not all job profile content is included within this table.

10.1.1 Adding Job Families and Roles from SuccessStore

You can create families and roles by importing them from SuccessStore to use families and roles that are predefined according to leading practices.

Context

SuccessStore includes a prepackaged set of job families, their job roles, and the skills associated with the roles. They offer you a head start for your family, role, and skill strategies. You can also add families and roles individually in SAP SuccessFactors.

Procedure

1. Go to *Admin Center* > *Manage Job Profile Content* and then select *Set Up Families and Roles*.
2. Select *Add Families from SuccessStore*.

   You see *Manage SuccessStore Skill Content*.
3. Select the family to see a list of roles in the family and the individual roles in the family to see the role's skills and other details.
4. Decide what you want to import:

- Select *Add Role* to add the role only.
- Select *Add Role and Family* to add the role and its family.
- Select *Also add mapped skills* to add the skills that are in the role.

5. Select *Add* to add the family, role, or skills that you selected.
6. Select *I'm done* if you are done adding families, roles, and skills.

10.1.2 Relationship between Family, Sub-Family, Roles, and Job Codes

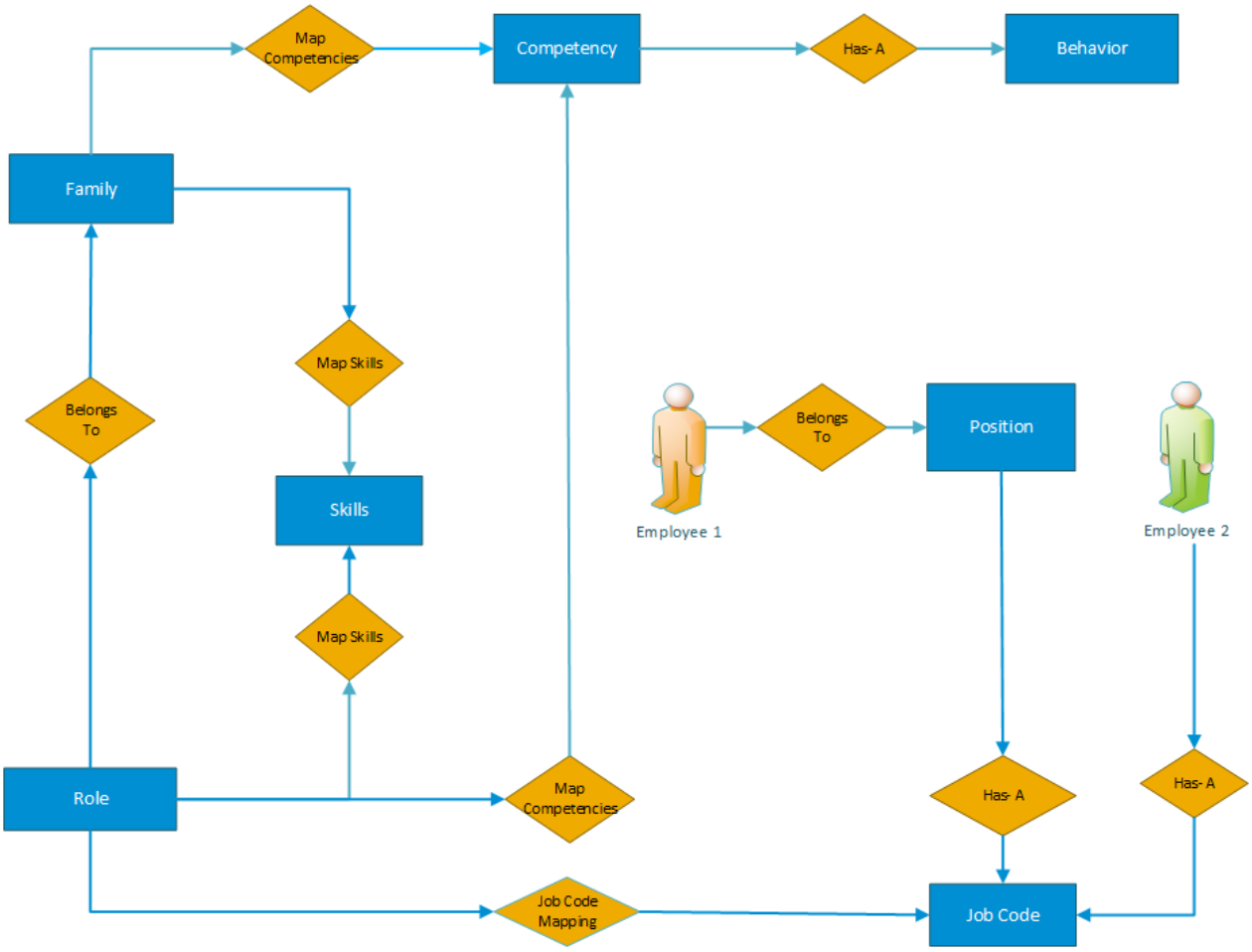
This topic describes and gives examples of the relationships between *Families*, *Sub-Families*, *Roles*, *Job Codes*, *Job Templates*, and *Job Profiles*.

> **Note**
>
> This is an SAP SuccessFactors Business Beyond Bias feature. Use it to support processes that detect, prevent, or eliminate the influence of bias, helping you achieve your diversity and inclusion goals.

About Families, Roles and Job Codes

- A family can have multiple sub-families or roles.
- A sub-family can have multiple nested sub-families or roles.
- One role can have multiple job codes.
- One job code can be associated with multiple employees.

> **Note**
>
> Job code of type JOBCODE is from the User Data File JOBCODE field. Job code of type JOBCLASSIFICATION is from the MDF Job Classification object. When mapping job codes, those codes that you see appended with "- FO" are of type JOBCLASSIFICATION. It's recommended to use JOBCLASSIFICATION if you have Employee Central implemented and JOBCODE if you don't have an Employee Central implementation in your instance.



Relationship between Family, Role, Job Code, Job Profile Template, and Job Profile

Related Information

Creating Job Families [page 48]
Adding Job Families and Roles from SuccessStore [page 44]

10.2 Adding Job Profile Content from UI

Job Profiles use content from available *libraries*. You can import data in bulk or build job profiles directly from *UI* using the *Manage Job Profile Content* page.

Prerequisites

You have permission to *Manage Job Profile Content*.

Context

> **Note**
>
> This is an SAP SuccessFactors Business Beyond Bias feature. Use it to support processes that detect, prevent, or eliminate the influence of bias, helping you achieve your diversity and inclusion goals.

Procedure

1. Go to *Admin Center* > *Manage Job Profile Content*.
2. Go to *Select Content Type* dropdown menu to select the job profile content you want to add or modify.

   > **Note**
   >
   > There are several content types that you can manage that contains data required to build job profiles. You can perform searches to find either employees and candidates you need that have the knowledge, skills, and abilities to maximize performance and productivity. The creation of most content types is straightforward and involves adding descriptions in addition to setting up your content types as active.

   > **Note**
   >
   > Job code of type JOBCODE is from the User Data File JOBCODE field. Job code of type JOBCLASSIFICATION is from the MDF Job Classification object. When mapping job codes, those codes that you see appended with "- FO" are of type JOBCLASSIFICATION. It's recommended to use JOBCLASSIFICATION if you have Employee Central implemented and JOBCODE if you don't have an Employee Central implementation in your instance.

   Creating Job Families [page 48]
   Learn how to create job families from the *Manage Job Profile Content* page.

   Creating Sub Families [page 49]
   Learn more about creating sub-families from the *Manage Job Profile Content* page. You can also create a sub-family using the *Import and Export Data* page.

   Creating Job Roles [page 51]
   Learn more about how to create job roles from the *Manage Job Profile Content* page.

   Mapping Attributes to Job Roles [page 52]
   Skills, competencies, certificates, and other custom attributes can be mapped to roles. The skills, competencies, certificates, and other attributes are created and maintained in Talent Intelligence Hub.

   Adding Writing Assistant and Coaching Advisor Content from the UI [page 53]
   Add *Performance Details* content to competencies that is used by the Writing Assistant and Coaching Advisor feature.

Related Information

Adding Competencies from the UI
Job Profile Builder Content Types [page 42]

10.2.1 Creating Job Families

Learn how to create job families from the *Manage Job Profile Content* page.

Procedure

1. Go to *Admin Center* > *Manage Job Profile Content*.
   The *Manage Job Profile Content* page appears and the *New Admin Experience* is enabled by default.
2. Select *Families and Roles*.
3. Select *Create* in the *Families* tab and then choose *Create New*.
4. Enter a name for the family in *Family Name*.

   Most organizations have a standard for naming job families. Name your family according to the strategy of your organization.
5. Select an organizational unit from the *Organizational Unit* drop-down.
6. Select *Map Skills* to map skills to the family.

   Similarly, you can map competencies and custom attributes with the job family from the *Mapped Competencies* and *Mapped Attributes* tab.

   You map skills to job families so that you can set a proficiency for individual roles in the family. The proficiency is the level of skill that role should demonstrate. You can use the proficiency in many places in SAP SuccessFactors. For example:
   - Succession Planning can use skill proficiency to understand if employees have the proficiency in a role's skills to move into the role.
   - Career Development Planning can use the difference between skill proficiency to see the gaps that employees should cover to enter into a new job role.
   - Skills, competencies, and custom attributes mapped with the family are cascaded to all roles associated with the family.
7. Click *Create*.

Task overview: Adding Job Profile Content from UI [page 46]

Related Information

Creating Sub Families [page 49]

Creating Job Roles [page 51]
Mapping Attributes to Job Roles [page 52]
Adding Writing Assistant and Coaching Advisor Content from the UI [page 53]

10.2.2 Creating Sub Families

Learn more about creating sub-families from the *Manage Job Profile Content* page. You can also create a sub-family using the *Import and Export Data* page.

Prerequisites

- You've the *Administrator Permissions* > *Job Profile Builder* > *Manage Job Profile Builder* > *Manage Job Profile Content* > *Can Edit Content* role-based permission.
- You've configured the *SubFamilyDefinitionEntity* object in the *Manage Data* page. For more information, see *Configuring the Sub Family Entity Definition* in the *Related Information* section

Procedure

1. After you've configured the *SubFamilyDefinitionEntity* object from the *Manage Data* page, go to *Admin Center* > *Manage Job Profile Content*.

   The *Manage Job Profile Content* page appears and the *New Admin Experience* is enabled by default.
2. Select *Families and Roles*.
3. Navigate to the *Sub-Families* tab and choose *Create New*.
4. Enter a name for the sub-family.

   Most organizations have a standard for naming sub-families.
5. In the *Parent Family* field, choose *Add* and then select the parent family to which you want to associate the sub-family.
6. Select *Map Skills* to map skills to the sub-family.

   When you map skills to the sub-families, the skills will be cascaded to any sub-families and roles that are mapped below this sub-family in the hierarchy. The proficiency level for the skills can be set at the parent level or at the role level. The proficiency level for the skill can't be changed at the intermediate sub-family levels, if any.

   > **Note**
   >
   > You can also navigate to the *Mapped Competencies* and *Mapped Attributes* tabs to map the competencies and custom attributes with the family.
7. Click *Create*.

Task overview: Adding Job Profile Content from UI [page 46]

Related Information

Creating Job Families [page 48]
Creating Job Roles [page 51]
Mapping Attributes to Job Roles [page 52]
Adding Writing Assistant and Coaching Advisor Content from the UI [page 53]
Configuring the Sub Family Entity Definition [page 50]

10.2.2.1 Important Considerations

Learn more about the considerations to keep in mind while using sub-families to build a multi-level job architecture.

It's recommended that you go through the following considerations before creating a sub-family in your job architecture.

- You can configure the hierarchy levels for each family in your organization. The name for every sub-family level is defined on the *Manage Data* page.
- You can also map a role directly to a family without linking it to any sub-families within the hierarchy.
- Before deleting a sub-family level from the *Manage Data* page, it is recommended that you remove all the associated mappings for the sub-family.
- When you map skills to the sub-families, the skills will be cascaded to any sub-families and roles that are mapped below this sub-family in the hierarchy. The proficiency level for the skills can be set at the parent level or at the role level. The proficiency level for the skill can't be changed at the intermediate sub-family levels, if any.
- You cannot create sub-families with the same name in a single family hierarchy. However, you can use the same sub-family name in different family hierarchies.
- You cannot create two or more duplicate roles within the same family hierarchy.
- Currently, sub-families are not available for use in other modules, such as Career Development Plan and Opportunity Marketplace.

10.2.2.2 Configuring the Sub Family Entity Definition

Learn about configuring sub-family entity definition in the *Manage Data* page.

Prerequisites

You've the *Administrator Permissions* > *Metadata Framework* > *Manage Data* role-based permission.

Context

On this page, you can define the number of levels you want to configure for the sub-family. The maximum number of allowed levels is 4. On the *Manage Job Profile Content* page, you can configure a maximum of 6 levels in the family hierarchy, that includes a parent family, 4 sub-families, and a role.

Procedure

1. Go to *Admin Center* > *Manage Data*.
2. From the *Create New* drop down, choose the *SubFamilyEntityDefinition* object.
3. Specify a name and a plural name for the sub family.

   The name and plural name you specify is the name for the sub family level, which will be displayed on the *Manage Job Profile Content* page. By default, level 1 will be assigned for the sub family entity when you're configuring it for the first time. When you configure a new sub family entity definition again, level 2 is assigned. You can configure a maximum of 4 levels for the sub family entity definition.
4. Choose the status to *Active* or *Inactive* based on your organizational needs. The active entities are only displayed in the *Manage Job Profile Content* page.

   The external code for the entity is automatically assigned when you save the sub definition entity.
5. Click *Save*.

10.2.3 Creating Job Roles

Learn more about how to create job roles from the *Manage Job Profile Content* page.

Procedure

1. Go to *Admin Center* > *Manage Job Profile Content*.

   The *Manage Job Profile Content* page appears and the *New Admin Experience* is enabled by default.
2. Select *Families and Roles*.
3. In the Roles tab, select *Create* and then choose *Create New*.
4. Enter a name for the role in *Role Name* and select its family from the *Family* picker.

> ⓘ Note
>
> - Your organization typically has a system for naming roles that makes sense for your business and a strategy for managing roles in families. Follow your organization's strategy.
> - If you've configured more than one sub-family level entity on the *Manage Data* page, you can map the role to the desired sub-family level from the *Family* picker.

5. In the *Family* field, choose *Add* and then select the parent family to which you want to associate the sub-family.
6. Select an organizational unit from the *Organizational Unit* drop-down.
7. To map with job codes, select the *Map Job Codes* button and then find the job code in *Add Job Code*.
   Similarly, you can map skills, competencies, talent pools, certificates, and custom attributes with the family.
8. Select *Save* to finish.

Task overview: Adding Job Profile Content from UI [page 46]

Related Information

Creating Job Families [page 48]
Creating Sub Families [page 49]
Mapping Attributes to Job Roles [page 52]
Adding Writing Assistant and Coaching Advisor Content from the UI [page 53]
Mapping Attributes to Job Roles [page 52]

10.2.4 Mapping Attributes to Job Roles

Skills, competencies, certificates, and other custom attributes can be mapped to roles. The skills, competencies, certificates, and other attributes are created and maintained in Talent Intelligence Hub.

Context

The skills, competencies, certificates, and other custom attributes which are mapped to a job role are called as role-based attributes. Employees in an organization are mapped to a role. Role-based attributes are directly synchronized and added to the employee's Growth Portfolio.

Procedure

1. Go to *Admin Center* > *Manage Job Profile Content*.
   The *Manage Job Profile Content* page appears and the *New Admin Experience* is enabled by default.
2. Select *Families and Roles* from the dropdown.
3. From the *Roles* tab, choose a role for which you want to map skills, competencies, certificates, or other attributes.
4. To associate skills or attributes to a role, navigate to the corresponding tab and then map the corresponding skills or attributes. To map a skill to the role, navigate to the *Mapped Skills* tab, choose *Map Skills*, choose skills from the attribute picker, and then click *Add*

- *Mapped Skills*: This tab allows you to map skills to the job role. The *Requirement Level* column allows you to set the skill as mandatory or optional for the role. The *Requirement Level* is an indicator that depicts whether a skill is mandatory or optional for a job role. A skill marked as *Mandatory* is essential for the job role and is expected of anyone in that position. It represents a core requirement that the role depends on. A skill marked as *Optional* is relevant to the job role and contributes to it but is not a strict requirement. An employee in the role may or may not possess skills that are marked as *Optional*.
- *Mapped Competencies*: This tab allows you to map skills to the job role. You can assign a weight and rating in % for the competencies.
- *Mapped Attributes*: This tab allows you to map any custom attributes to the job role.
- *Mapped Certificates*: This tab allows you to map certificates to the job roles. While mapping the certificate, you can use the *Critical* toggle to on to mark a certificate as critical for the job role. A certificate marked as critical signifies that it is an essential requirement for the job role. A certificate that is not marked as critical is still associated with the job role but does not carry the same level of importance.

> **Note**
>
> - When an attribute mapped to a role is marked as *Inactive* in Talent Intelligence Hub, it is automatically grayed out and no longer available for selection in the attribute picker. When the attribute is made *Active* again in Talent Intelligence Hub, the attribute will no longer appear grayed out on the *Manage Job Profile Content* page and will be available in the attribute picker.
> - If an attribute is removed from a role, it will not be automatically removed from the Growth Portfolio of employees who are currently assigned to that role.

Task overview: Adding Job Profile Content from UI [page 46]

Related Information

Creating Job Families [page 48]
Creating Sub Families [page 49]
Creating Job Roles [page 51]
Adding Writing Assistant and Coaching Advisor Content from the UI [page 53]

10.2.5 Adding Writing Assistant and Coaching Advisor Content from the UI

Add *Performance Details* content to competencies that is used by the Writing Assistant and Coaching Advisor feature.

Prerequisites

You have permission to *Manage Job Profile Content*.

Context

Performance Details also known as *Teasers* drive the Writing Assistant and Coaching Advisor. If you have existing Writing Assistant and Coaching Advisor content, once Job Profile Builder is enabled, you're able to access and edit this content from the UI. You can't import data from the Admin Center at this time. Bulk data imports for Writing Assistant and Coaching Advisor can be done from Provisioning.

> → Remember
>
> As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

Procedure

1. Go to *Admin Center* > *Manage Writing Assistant and Coaching Advisor*

   You're taken to the *Competency Libraries List* page
2. Click on the library name that has the competency you wish to add Writing Assistant and Coaching Advisor content to.
3. Find the competency you're adding the *Performance Details* to from the list or by using the search text box.
4. Click on the competency name.

   You see the *Performance Details* if any have been created and the following options:

Option	Action
Move Selected to	Select *Performance Details* you wish to move to other levels.
Delete Selected	Select *Performance Details* to delete.
Add Teaser Level	You see three levels by default. Add more levels by using this option.
Swap	Use the swap button to swap the values in the teaser levels.
You see columns - one for each of the teaser levels you have. Click on *Take Action* for any of the levels. Your options are:	
Add Teaser	Add a new teaser. Continue with step 5 to add *Performance Details*.
Rename Level	Rename the level.
Remove Level	Remove the level.

5. Create/Edit *Performance Details*

Option	Description
Take Action > *Add Teaser*	Add a new teaser for the desired teaser level from a pop-up screen to add *Performance Descriptions* and *Coaching Advice*

Option	Description
Click on a teaser name	Takes you to the same screen as for *Add Teaser* where you can edit the existing content for *Performance Descriptions* and *Coaching Advice*.

On the pop-up screen, use the tab *Performance Descriptions* to add **Writing Assistant** content and the *Coaching Advice* tab to add **Coaching Advisor** content.

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Related Information

Creating Job Families [page 48]
Creating Sub Families [page 49]
Creating Job Roles [page 51]
Mapping Attributes to Job Roles [page 52]

10.3 Job Profile Builder Content Object Associations

When you create new job profile content, a GUID or *External ID Code* is generated. When you create a new Family, Role, competency, or any job profile object it contains its own unique GUID. When you map one or several job profile objects, a GUID is also generated.

Dependencies for Job Profile Objects

With *MDF* objects, you can have a **parent** and child objects. Job Profile content that is considered to be the **parent** has to be created first. If you map child objects with a parent object using the import process, it can fail if the parent does not exist or there is no GUID present in your import file.

When you create your new family or role using the Manage Job Profile Content tool, you can see the *GUID* or *External Codes* associated with it.

10.4 Job Profile Objects Dependencies

The table featured in this topic lists all Job Profile Builder Objects and all associated objects that can be mapped either using Manage Job Profile Content or using *Manage Job Profile Content Import/Export*. This table also includes a column that list the number of GUIDs required so you can map job profile content using *Manage Job Profile Content Import/Export* process.

Job Profile Objects with Dependencies

Job Profile Builder Object	Required number of GUIDs	Associated Object
Family	2	Family - Family Skills
	2	Family - Family Competencies
Role	2	Role - Mapped Skills
	2	Role - Job Code
	2	Role - Mapped Competencies
	2	Role - mapped Talent Pools
	3	Role - Mapped Competency Behaviors
Competency	2	Competency - Behaviors
	2	Competency - Competency Types
Education	2	Education - Degree
	2	Education - Major
Job Profile	2	Job Profile - headers
	2	Job Profile - Certifications
	2	Job Profile - Physical Requirements
	2	Job Profile - Relevant Industries
	2	Job Profile - Degrees
	2	Job Profile - Employment Conditions
	2	Job Profile - shortdescriptions
	2	Job Profile - Competencies
	2	Job Profile - Majors
	2	Job Profile - Compensation Data
	2	Job Profile - Skills
	2	Job Profile - lLong Descriptions
	2	Job Profile - footers
	2	Job Profile - Job Responsibilities
	2	Job Profile - Interview Questions

Job Profile Builder Object	Required number of GUIDs	Associated Object
Job Template	2	Job Template - sections
	2	Job Template - Assigned Families

10.5 Introduction to Skills

This topic gives brief overview of how to use skills in building job profiles.

About Skills

Possessing skills is having knowledge and experience required for the job. Skill is developed through a mix of formal training, education, and experience. If clear definitions are given for proficiency levels, people can assess their own skills:

> ### Example
>
> Examples of skills:
>
> - Data Entry
> - Administrative Document Design
> - Coaching and Counseling

Related Information

Using SuccessStore to Create Skills [page 59]
Self-Ratings in Skill Profile [page 60]
Creating Skills Using UI [page 58]
Adding Proficiencies for Skills [page 60]
Creating Skills Using UI [page 58]
Using SuccessStore to Create Skills [page 59]
Adding Proficiencies for Skills [page 60]

10.5.1 Creating Skills Using *UI*

This topic gives a detailed overview on how to create skills using *UI*.

Procedure

1. > **Note**
   >
   > If you are using Job Profile Builder and have no skills in the system, you can no longer create skills using Job Profile Builder. It is recommended that you start using Talent Intelligence Hub to create skills. However, if you already have one or more skills in the system, you can continue using Job Profile Builder to create skills.

   Go to *Manage Job Profile Content* > *Skill* and select *Create Skill* that opens up the *Create New Content (Skill)* page.
2. Go to the *Skill Name* field box to enter in the name of the skill.
3. Go to the *Library* field box to start entering in the library you want.
4. Go to the *Category* field box to start entering in the category you want for your skill.
5. Go to the *Group* field box to start entering in the job group you want.
6. Go to *Definition* rich editor box to enter in the definition of your skill.
7. Enter in descriptions for all proficiency levels.

   You can specify languages by selecting the pencil picker for each field for translation.
8. Select *Save* to finish.

   > **Caution**
   >
   > Once you've associated your skills and proficiency levels with a job profile, it continues to appear even when you put your skill in *Inactivate* status. We recommend that if you don't want your skill to appear any associated job profiles that you remove it by selecting *Delete* using the radio button from the Manage Job Profile Content skills list.

Related Information

Introduction to Skills [page 57]
Using SuccessStore to Create Skills [page 59]
Adding Proficiencies for Skills [page 60]

10.5.2 Using SuccessStore to Create Skills

This topic gives a brief overview about adding your skills using SuccessStore.

Using SuccessStore

You can create skills using SuccessStore, by going to *Admin Center* > *Manage Job Profile Content*. Select the *Add Skills From SuccessStore* link to add Skills.

Steps in creating skills from SuccessStore are similar in creating families and roles. You can use the browse or search SuccessStore skills from either one of these two menus:

- *Unassigned Skills Browsed By Category*
- *Family-based Skills Browsed by Job Family*

> **Note**
>
> As of Q4 2018, there are new skills available from SuccessStore.

Map Families, and Roles with Skills

You can map families and roles with any selected skills from SuccessStore. Once you select the *Add* button, you've saved the new skills available from SuccessStore.

Related Information

Introduction to Skills [page 57]
Creating Skills Using UI [page 58]
Adding Proficiencies for Skills [page 60]

For Instructions on How to Create Families Using SuccessStore, Refer to This Link:

Adding Job Families and Roles from SuccessStore [page 44]

10.5.3 Adding Proficiencies for Skills

When you create your new family, you can also set up the proficiency level for the skills you've mapped to your family.

Procedure

1. To add proficiency level to a family that you've created:
   a. Select the *I'm done* option to save your mapped roles and skills with your recently created family from the *Create New Content (Family)* page. This page refreshes to contain two tabs: *Family Skills* and *Family Competencies.*
   b. You can change proficiency levels for the skills you want, go to *Proficiency Level* dropdown menu to select.
   c. Select *Save Family* to finish
2. To edit proficiency level of an already existing *family*:
   a. Go to *Admin Center* > *Manage Job Profile Content* > *Set Up Families and Roles* .
   b. Select the checkbox of the existing family you want to edit.
   c. Go to the *gear* icon and select *edit* that opens up the *Edit: Family* page.
   d. To change proficiency levels for the skills you want, go to *Proficiency Level* dropdown menu to select.
   e. Select *Save Family* to finish.

10.5.4 Self-Ratings in Skill Profile

Your employees can edit their self-ratings in the Skill Profile section from People Profile.

Editing Employee Self-Ratings

Employees can edit their own self-ratings from Skill Profile section from People Profile, but their managers, cannot. In turn, direct managers can only edit the *Manager* rating. Employees can edit their ratings by selecting the *edit* link within their Skill Profile.

10.6 Creating Content Using Import and Export Process

You can perform mass creation of job profile content by importing your data using a .csv file. Your .csv file is downloaded as a template by job profile content type using the export process. You can populate your .csv template with data before starting the import process.

Mass Creation of Job Profile Content

You can use *Manage Job Profile Content Import/Export* to create job profile content.

For a successful import, you want to be able to do the following:

- Export your current job profile content type data
- Download the template for your job profile content type
- Perform the import process
- Verify your data export or import

About Exports

Before you can use import process to create or map profile content, it is good to familiarize yourself with export process first.

There are two types of exports:

- Template only
- Template with existing Data

> → Remember
>
> When you use the correct template for the job profile content type you want to create or map may eliminate potential error messages when you perform the import process.

Creating New Content Versus Mapping Job Profile Content Using Import Process

When you create a family, role, or competency, a unique GUID is generated. Important things to note about differences between creating new content versus mapping job profile content using import process:

- **For new content**, all, or *GUID ExternalCode* should be empty in your .csv file that you plan to use.

> **Note**
>
> GUIDs for competencies are **NUMERIC** only. We recommend that you leave this field blank so that the system generates the GUID. When you leave that field blank as a best practice, helps eliminate potential syncing issues with *Job Description Manager* (JDM).

- **For Mapping job profile content**, the, or *GUID External Codes* should be present in your `.csv` file you import. See the table for list of job profile content that requires associated *GUID* or *External Codes*.

> **Note**
>
> You can retrieve the *GUID* or *External Codes* information from these sources:
>
> - View the GUID of your job profile content type from the *GUID* column in the Manage Job Profile Content page.
> - Use the *Fill the download template with existing data* or *Export Data* option to download data for your job profile content data type.

Related Information

Troubleshooting Tips Using Manage Job Profile Content Import/Export [page 80]

10.6.1 Exporting Your Job Profile as a Template Using *Manage Job Profile Content Import/Export*

You can use the *Manage Job Profile Content Import/Export* to download the .csv file as a template only.

Prerequisites

- Role-based permissions for Job Profile Builder

Procedure

1. Go to *Admin Center* > *Manage Job Profile Content Import/Export* that opens up the *Manage Job Profile Content Import/Export* page.
2. Go to *Download Data Import File Template* to select the job profile content type you want to download as a template.

   The *Confirmation* dialog prompt that reads: **Fill the download template with existing data?** appears.
3. From the *Confirmation* dialog prompt, select **No**.

4. Save the .csv file when prompted to your hard drive as a template only.

> **Note**
>
> Your .csv template file contains the name of the following by default:
> - Job profile content type
> - Your company instance
>
> > **Example**
> >
> > Family_SFPART015579.csv
>
> You can change the name by selecting the **Save As** when you download the .csv file.

10.6.2 Exporting Your Job Profile Data Using *Manage Job Profile Content Import/Export*

You can use *Manage Job Profile Content Import/Export* tool to export existing job profile data content.

Context

As a best practice, you want to export your existing job profile content data before importing new data for these reasons:

- You want to ensure that there are no duplicate names for job profile content. Duplicate names, or GUIDs may cause error messages when importing data.
- If you plan to map job profile using import process for content that contain GUIDs that is required for parent and corresponding child job profile objects.

Procedure

1. Go to *Admin Center* > *Manage Job Profile Content Import/Export* that opens up the *Manage Job Profile Content Import/Export* page.
2. Go to *Download Data Import File Template* dropdown menu to select your job profile content you want.

   When you have selected your job profile content type, a **Confirmation** dialog box appears with a prompt to download your template with existing data.
3. To download your job profile content with existing data, select **Yes** when you see the **Confirmation** dialog box.

   A message prompt appears that states that you can retrieve your exported data by going to *Scheduled Job Manager* tool.
4. To finish, go to *Admin Center* > *Scheduled Job Manager* tool to retrieve your data.

10.6.2.1 Verifying and Retrieving Your Job Profile Data Using Scheduled Job Manager Tool

You can verify and retrieve .csv files that contains your existing job profile data by using the *Scheduled Job Manager* tool, that is available from Admin Center.

Procedure

1. To access your job profile content data, go to *Admin Center* > *Scheduled Job Manager*.
2. Locate your job using the *Job Name* or the *Job Type* column.
3. To download your exported data .csv file, from the *Scheduled Job Manager* page, select the *Download Status* link under the *Download Status* column.
4. When prompted, save the .csv file to your hard drive.

Related Information

Monitoring Scheduled Jobs in Admin Center

10.6.3 Importing New Job Profile Content Using the Manage Job Profile Content Import/Export Option

You can create mass job profile content using *Manage Job Profile Content Import/Export* for most job profile content types.

Prerequisites

- The job profile content export `.csv` template file for your job profile content type.
- For creation of new job profile content, or `<externalCode>` GUID column in your `.csv` file used for your import should be empty.
- To minimize the errors during the file import process, consider reviewing the spreadsheet configurations on your system. Use a text editor for making any edits to the file. This will avoid any unintended changes due to spreadsheet formatting.

Procedure

1. Go to *Manage Job Profile Content Import/Export* > *Type* to select content type you want to import.
2. Select *Choose File* to browse for your saved .csv template file.
3. Go to *File Encoding* field to select the correct encoding type.

   > → Tip
   >
   > The default file encoding type is *Western European (Windows/ISO)*

4. Accept default for all other fields.
   - To validate without importing your records, select **`Validate`**
   - To execute your import, select **`Import`**.
5. To verify that your validation or import executed correctly, go to *Admin Center* > *Scheduled Job Manager* tool.
6. From the *Scheduled Job Manager* page, locate your job and select the *Download Status* to download your .csv file that has results of your validation or import.

   > → Tip
   >
   > When you locate your job from *Scheduled Job Manager* page, the job name contains job profile content type, whether it's an import or export, and the date it ran.

   > ✤ Example
   >
   > FamilyEntity-skills_MDFImport_08/16/2016

   > → Tip
   >
   > The validation or import .csv file should contain this information:
   > - Company instance name
   > - Total number of records
   > - Number of failed records
   > - Whether it is successful or contained errors
   > - Error messages

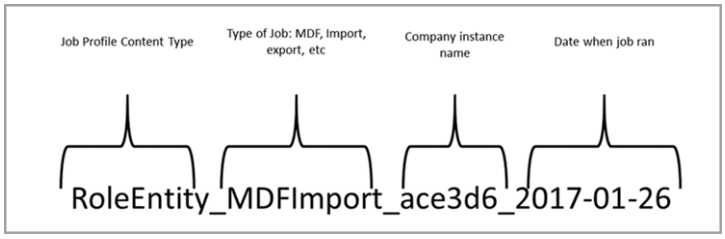
10.6.4 More About Using Scheduled Job Manager Tool for Validating Exports and Imports

All exports with data and imports should be validated using the *Scheduled Job Manager* tool, even if all records are marked as processed.

Using Scheduled Job Manager Tool

To access, go to *Admin Center* > *Scheduled Job Manager* and locate your job under the *Job Name* column. The job name contains the following:

- Job profile content type.
- Type of job it is, such as export or import.
- The date it ran.



Breakdown of Job Name in Scheduled Job Manager Tool

Helpful Columns

There are two columns that are helpful when you view your export or imports in *Scheduled Job Manager* page:

Helpful Columns in Scheduled Job Manager Tool

Scheduled Job Manager Column	More Information
Job Status	Job Status column indicates that your export or import job has been successful, but not everything has been processed. Available statuses: • Completed • Failed

Scheduled Job Manager Column	More Information
Job Details	Indicates that how many records were processed that includes the number of how many have been completed and failures. Here are a few examples: **Example** *Total:1/Processed:1, Passed:1/Failed:0* **Example** *Total:1/Processed:1, Passed:0/failed:1*

Download Link and Your .CSV File

You can download your .csv file by selecting the *Download Status* link. Your .csv file contains:

- Successful: Your .csv file may have a message that state it was successful with the number of successful records.
- Failure: You .csv file that contains data used for your import should have an error message at the end of row of where the error is. Typically, the error message states the column label that contains the incorrect data.

> **Caution**
>
> It's possible to have errors in your .csv file even if the *Scheduled Job Manager* marked all records have been processed successfully.

11 Mapping Job Profile Content

11.1 Mapping Job Profile Content Using Job Profile Builder *Manage Job Profile Content Import/Export* Process

You can map existing job profile content using import and export process that is similar to creating content using a .csv file.

Mapping Job Profile Content

You can use the *Manage Job Profile Content Import/Export* to map associated job profile content with parent objects. You cannot create job profile content and map another existing job profile content type in one import. The job profile content that is considered as the **parent** has to be created first.

To learn more about job profile content associations, and dependencies, refer to these topics:

- Job Profile Builder Content Object Associations [page 55]
- Job Profile Objects Dependencies [page 55]

Manage Job Profile Content Import/Export

You can use the *Manage Job Profile Content Import/Export* to map specific job profile content as long as the job profile content type already exist and their GUIDs are in the .csv file.

From the *Manage Job Profile Content Import/Export*, when the *Download Data Import File Template* is selected, you can download your template file without data as a .csv file. When you are ready to map using the import process your .csv file should contain GUIDs for job profile content that you want to map.

> **Note**
>
> There are job profile mappings that require more than 2 GUIDs present in your .CSV file. This information can be found in the Job Profile Objects Dependencies [page 55] topic.

11.2 Mapping Roles

11.2.1 Viewing Job Code Link in People Profile for Mapped Job Classifications

You can now map Job Classifications and view them as a job code in an employees *People Profile*.

Mapping Roles with Job Classifications

You can map your role with Job Classifications as long as these conditions exist:

- Job Classification you want to map has a corresponding job code
- The corresponding job code name is not within parenthesis

> ⚠ Caution
>
> When importing or creating Job Codes, entering the *Job Code* name within parenthesis that may cause the *Job Classification* not correspond with the *Job Code* correctly.

> ✤ Example
>
> Job Classifications names = Admin and Job Codes = (Admin-1)

Job Code Link in People Profile

The mapped *Job Classification* appears as a *Job Code* in *People Profile* for an employee that includes a link to the job profile.

Job Profile Link in the Employee Information Page

Ensure that you follow the below prerequisites to see the Job Profile link on the employee information page.

- The standard element `jobCode` is enabled in the Succession Data Model using the *Manage Business Configuration* admin tool.
- For role-based job profiles, you must have the following role-based permissions:
  - *User Permissions* > *Employee Data* > *Job Code* > *View* > permission
  - *User Permissions* > *Manage Job & Skill Profile Visibility* > *Job Profile* > *View* > permission
- For position-based job profiles, you must have the following role-based permissions:
  - *User Permissions* > *Employee Data* > *Job Code* > *View* > permission

- *User Permissions* > *MDF Foundation Objects* > *Object: Position* > *View Current* permission
- *User Permissions* > *Manage Job & Skill Profile Visibility* > *Job Profile* > *View* permission

To view the Job Profile link, navigate to *People Profile* > *Personal Data* > *Employee Information* > *Employment Information* page. The *Job Profile* link is displayed directly below the *Job Code* field.

Job Profiles Link in Profile Preview

In the Profile Preview, you can navigate to *All Actions* and then choose *Job Profiles* from the Links section.

> **Note**
>
> The *Job Profiles* link is visible only if you've the enabled the *Administrator Permissions* > *Manage Job Profile Builder* > *Manage Job Profiles* role-based permission from the *Manage Permission Roles* page.

11.2.2 More About Mapping Job Codes

This topic gives an overview about mapping job codes for position based roles.

Job Code Role Types

If the job code you mapped have positions associated, your new role becomes position based. When saving your role, you can see if any positions are associated with it from the *Mapped Job Codes* tab in the *Edit: Role* page.

The JPB **Position** refers to the `Position Extension` Object. `Position Extension` is an object created by the system when a job code attached to a position (`Position` MDF object) is mapped to a role. `Position Extension` object is used to store the Skills and Competencies mapped to the position.

> **Note**
>
> Job code of type JOBCODE is from the User Data File JOBCODE field. Job code of type JOBCLASSIFICATION is from the MDF Job Classification object. When mapping job codes, those codes that you see appended with "- FO" are of type JOBCLASSIFICATION. It's recommended to use JOBCLASSIFICATION if you have Employee Central implemented and JOBCODE if you don't have an Employee Central implementation in your instance.

Viewing Positions

You can view positions associated with job codes for your role one of two ways:

- Go to the *# Positions* column and select the hyperlink.

- Use the gear icon to view positions associated with that job code.

> ⚠ Caution
>
> Whether you use the hyperlink or the gear icon to view positions with mapped job codes, the *Save Role* prompt appears.

To save your role, select *Yes* that launches a prompt that states your role is saved. When you select *OK*, you are directed to the *Map Position to the job Code* page. The positions are listed under the *Position* column. You can edit any position by selecting the *Position* hyperlink or by going to the gear icon.

11.2.3 Job Code Association with Multiple Job Roles

A single job code can now be mapped to multiple job roles by creating a unique combination of the job code and a custom field, which can then be linked to specific job roles.

Prerequisites

- Ensure that you've successfully upgraded from Job Description Manager to Job Profile Builder.
  - The JDM 2.0 switch is enabled in Provisioning.
  - The *JDM Old to New Sync* job is completed.
- You've identified an Employee Profile custom field for the job code and role mapping. The supported Employee Profile custom fields are custom field 1 to custom field 15. You can use only one Employee Profile custom field to map a job code with a job role. The supported field type is limited to *String*.

  > ⓘ Note
  >
  > Ensure you use the same custom field name for all the configurations described in the procedure. To associate a combination of the job code and custom field configuration to a role, ensure that you use the exact combination of the job code and custom field values.

Context

Job Profile Builder now allows you to associate a job code with a custom field. The combination of job code and custom field can then be mapped to a job role. The combination must always be unique before associating it with a job role.

Procedure

1. Go to *Admin Center* > *Manage Business Configuration* > *Employee Profile* > *View Template* >, and click the *Create New* link.

2. Provide the following values to create a new template:
    - *ID*: sysMappingDataTypes
    - *Enable PDF printing*: Yes
    - *Visibility*: NONE
    - *Enabled*: Yes
    - *Edit Elements*
        - *ID*: sysMappingDataTypesEditTemplate
        - Click the *Details* link, and choose an Employee Profile custom field from the available list for the *Standard Elements* field on the *Details* page.

          > **Note**
          >
          > Ensure you maintain only one custom field in the *Standard Elements* field.

        - Click *Done* and *Save*.

          > **Note**
          >
          > Saving the configuration may take a few minutes.

3. Configure the object definition and set the visibility of the custom field to *Editable*:

   Go to *Admin Center* > *Configure Object Definitions*, search for the *Role & Job Code Mapping* object definition, and set the visibility of the custom field that you selected in the previous step to *Editable*.

4. Map a job code to a job role using one of the following methods:
    - Go to *Admin Center* > *Manage Job Profile Content*.
    - Go to *Admin Center* > *Manage Data*, select *Role*, and then select an appropriate job role.
    - Go to *Admin Center* > *Manage Job Profile Contents Import/Export* and select *Role-Job Codes* in the *Type* field. You can then import a file with the necessary details.

5. Assign a value for the custom field using one of the following methods:
    - Go to *Admin Center* > *Manage Data* and select *Role* and then select the role. Choose *Take Action* > *Make Correction* and choose *Details* adjacent to the job code against which the custom field is associated.
    - Go to *Admin Center* > *Manage Job Profile Contents Import/Export* and select *Role-Job Codes* in the *Type* field. You can then import a file with the necessary details.

6. Add a user to the job code and custom field combination:

   For an Employee Central customer, the employee's job info must be mapped to the custom field first, since the data doesn't get automatically synchronized from the user to the job role or the other way around.

    1. Go to *Admin Center* > *Manage Business Configuration* > *Employee Central* > *HRIS Elements* > *jobInfo*.
    2. Choose *Take Action* > *Make Correction*.
    3. Under the *HRIS Fields* section, choose a jobInfo custom field in the *Identifier* column and choose Job Information for the Section column.
    4. Choose the *Details* link, and under the *HRIS Sync Mapping: Standard Field* section, choose the Employee Profile custom field (the custom field you selected in Step 2).
    5. Click *Save*.

For a non Employee Central customer, the job code and custom field combination needs to be added and updated in UDF.

7. To ensure the correct position count is displayed for the roles under *Admin Center* > *Manage Job Profile Content*, you must perform the steps mentioned in the **Configuration Changes to the Integrations Using Position Org Chart** topic in the **Related Information** section.
8. If you're creating position-based job requisitions, ensure that you configure the custom field for the position entity. For more information, refer to the **Creating Job Requisitions when one Job Code is mapped to Multiple Roles in the Job Profile Builder** topic in the **Related Information** section.
9. (Optional) Verify if the job code is associated with the combination of job code and custom field:

   Go to *Admin Center* > *Manage Job Profile Content* and choose *Role & Job Code Mapping*. Under the *Roles* tab, navigate to a role.

Related Information

Configuration Changes to the Integrations Using Position Org Chart
Creating Job Requisitions when one Job Code is mapped to Multiple Roles in the Job Profile Builder

11.3 Assigning Behaviors

11.3.1 Assigning Behaviors for Role-Based Competencies

This topic gives a detailed overview on how to map your competencies and behaviors to a role.

Procedure

1. Go to *Admin Center* > *Manage Job Profile Content* > *Set Up Families and Roles*.
2. Select *+ Create Role* link that directs you to the *Create New Content (Role)* page.
3. Enter in the required information for your role.
4. If no competencies are mapped to your role, follow these steps:
   a. Go to *Mapped Competencies* tab to select the *Mapped Competencies* button that opens up the list of *LIBRARIES*.
   b. Select the library you want to use and a list of categories appear next to your selected library.
   c. Select the category you want to use and a list of available competencies appear next to your selected category. Associated behaviors appear under their associated competencies when you select the arrow to expand. See below screenshot for more information.
   d. Select all competencies behavior you want to map.
   e. Select *Map* and *I'm done* button to finish.

You're directed back to the *Create New Content (Role)* page. Your new competencies appear under the *Mapped Competencies* tab. Note that there's a column for *Behaviors*.

> **Note**
>
> You can view all of the behaviors associated with a specific competency when you select the *Behavior Listing* icon as shown here  under the *Behavior* column.

Related Information

Assigning Behaviors to Competencies
Weights and Ratings for Behaviors [page 74]

11.3.2 Weights and Ratings for Behaviors

This topic gives a brief overview about setting up weights and ratings for specific behaviors.

Behavior Listing Icon

You can configure your behavior weight and ratings after you've saved your new role, which is done from the *Mapped Competencies* tab from *Edit: Role* page of your new role.

The *Behaviors* popup launches when the *Behavior Listing* icon is selected for your mapped competency. This is where you can configure the weights and ratings for all associated behaviors for that competency.

Once you've completed your weight and rating configuration, it appears in the performance review form for an employee.

12 Job Profile Acknowledgment

Heavily regulated industries such as healthcare and biotechnology have requirements to provide auditors and government organizations with proof that their employees understand their job descriptions. The regulations require that these organizations have acknowledged receipt of this information.

Configuring Job Profile Acknowledgment Settings [page 75]
This topic gives you instructions on how to configure your Job Profile Acknowledgment Settings.

Viewing the Job Profile Acknowledgment Report [page 76]
View information about the job profile acknowledgments that were sent.

12.1 Configuring Job Profile Acknowledgment Settings

This topic gives you instructions on how to configure your Job Profile Acknowledgment Settings.

Prerequisites

Role-based permission enabled for *Configure Job Profile Acknowledgment Settings*.

> → Tip
>
> Find these permissions under *Manage Job Profile Builder*.

Procedure

1. Go to *Admin Center* > *Configure Job Profile Acknowledgment Settings*.
2. Select the conditions to trigger acknowledgment notification by selecting one or all of the following checkboxes:
   - *Job profile change*
   - *Job code change*
   - *Role and job profile mapping change*
3. Select the *Homepage > To Do list* for the users to receive notifications as To-Dos.

   Enable so the users receive notification of the job profile change on the homepage. They can then acknowledge the changes.
4. Go to *Acknowledgment statement* text box to create the appropriate acknowledgment statement.

5. Select *Save* to finish.

Next Steps

Now that you have set up your Job Profile Acknowledgment Settings, you can configure your Job Profile Acknowledgment Report.

Task overview: Job Profile Acknowledgment [page 75]

Related Information

Viewing the Job Profile Acknowledgment Report [page 76]

12.2 Viewing the Job Profile Acknowledgment Report

View information about the job profile acknowledgments that were sent.

Prerequisites

Role-based permission enabled for *Configure Job Profile Acknowledgment Settings* .

> → Tip
>
> Find these permissions under *Manage Job Profile Builder*.

Procedure

- Find *Job Profile Acknowledgment Report* from Action Search or Tool Search in Admin Center.

  You're taken to a filterable and sortable report that shows the acknowledgments sent including various job details of a user as well as the status of the acknowledgment.

Task overview: Job Profile Acknowledgment [page 75]

Related Information

Configuring Job Profile Acknowledgment Settings [page 75]

13 Appendix And Troubleshooting Information

13.1 Using Job Description Manager and Job Profile Builder

13.1.1 Differences Between Job Description Manager and Job Profile Builder

Here is a table the describes differences between using Job Description Manager and Job Profile Builder. Some of these differences is related whether you are an Employee Central or if your company instances has been migrated over to **MDF**.

Differences Between Job Description Manager and Job Profile Builder

Job Description Manager 1.0	Job Profile Builder or JDM 2.0
Job Description	This is now referred to as a Job Profile when using **JPB**
Non-positioned based profile	Profiles can be position based.
No skillset respository	Uses Skill Profiles, instead of employees having individual skill-sets.
Legacy Succession Data Model	Uses role-based permission. **⚠ Restriction** Role-based permissions is required
Storage: uses tables for roles, families, competencies, and all job profile content types	Uses Metadata File Framework or **MDF** tables to store Job Profile Builder objects.
Cannot rate skills	Can rate skills

13.2 General Troubleshooting

13.2.1 Text Limitation Errors When Creating Job Profile Content

There is a text limitation when creating *Job Profile* content that is measured in **bytes**, rather than characters.

Byte Storage Limitation

When you add job profile content using the Manage Job Profiles tool, there is a maximum storage length of 4,000 bytes. For instance, if you enter in **abc** that is counted as three characters.

Job Profile sections html formatting, and this data is actually stored as: `<p>abc</p>`, which is more than three characters.

In addition to html formatting, here are use cases that can add additional characters to the byte limit of your content:

- Using bold, italics, underline, bullets
- Line breaks, coloring, and images
- Special characters
- Languages that do not use English alphabet such as Russian use double byte characters

When the byte limit has gone past the allowable limit, you may receive an error message that reads something similar to this one:

> ✤ Example
>
> *The text entered is XXXX bytes . This must be less than XXXX bytes long.*

Using Text Editor

You cannot verify the byte count within Job Profile Builder application, a text editor such as Notepad or Notepad++ is required to count character byte limitation.

13.3 Troubleshooting Imports

13.3.1 Troubleshooting Tips Using *Manage Job Profile Content Import/Export*

There are a few troubleshooting tips that can help you avoid error messages for your job profile content import such as character limitations and size limits.

Special Characters

You may receive error message that reference that entity name must immediately follow the **&** in the entity reference when you import data that contain special characters for these columns:

- *longdescription*
- *shortdescription*
- Header entity reference columns

To resolve this issue, you can use escape codes in your .csv import file. See table for character code replacement for special characters:

Character Code Replacement for Special Characters

Special Character	Character Code Replacement
&	*&amp:*
<	*<*
>	*>*

> **Note**
>
> Insert the entity name immediately following the *&* in the entity reference field. Keep in mind when you insert additional characters may increase byte size of your document.

Exceeding Size Limits for Default Value Field

Unlike using Job Profile Builder user interface, when you create job descriptions using the import process, there's a 128 character limitation. The character limit applies to your job profile description data entered in the *descriptions/DefaultValue* column in your .csv import file.

Byte Limitations for Job Code Field

Job Code field has a maximum of 128 bytes, which may be fewer than 128 characters for certain character sets such as Cyrillic. When you exceed the 128-byte limit , your import may show *Completed* status in *Scheduled Job Manager* page but error messages similar to **SYSTEM_ERROR_WHILE_SYNCING** appear in your .csv import file.

Can I Purge Job Profile Data Using Import Process?

Job Profile Builder does not support full purge option, when you use &*Manage Job Profile Content Import/ Export* tool, *Incremental Load* is the only option available.

If you can see a **Full Purge** as an option under *Purge Type*, you are using MDF *Import and Export Data* tool.

> ⚠ Caution
>
> We do not recommend purging your job profile data because this option may corrupt data to entity mappings. When you use the full purge option, you may potentially remove Job Profile Builder Recruiting Management data.

Change History

Learn about changes to the documentation for Job Profile Builder in recent releases.

2H 2023

Type of Change	Description	More Info
Changed	We have moved the Change History to the end of the guide.	What is Job Profile Builder? [page 5]

1H 2023

Type of Change	Description	More Info
Changed	We updated information about navigating to the Job Profile Builder and Job Description Manager checks on the Check Tool page.	Using Check Tool for Job Description Manager and Job Profile Builder [page 8] Using Provisioning to Perform a Technical Migration [page 11]

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