

Sample PD For ITPS Training Only

Information Technology Position Description

For assistance completing this form, contact your supervisor/manager or your Human Resources (HR) Office. Complete form, obtain all signatures, scan and save using the following naming convention: [Agency/Institution]_IT_[Position Number]_[Date: YYYYMMDD]. Example: DSHS_IT_0480_20150621.

Position Information	
Agency/HE Institution, Division, Unit Agency X	Action Update
Class Code and Title	Current Salary Range Enter text.
Proposed Class Code and Title Enter text.	Proposed Salary Range Enter text.
Agency/HE Institution Position Number Enter text.	HRMS Position Number (if applicable)
Project Title (if applicable) Enter text.	Assignment Pay Dual Language <input type="checkbox"/> Other <input type="checkbox"/> Enter text.
Incumbent's Name (If filled position) Cameron Frye	Address Where Position Is Located (Duty Station) Enter text.
Work Schedule Part Time <input type="checkbox"/> Full Time <input checked="" type="checkbox"/>	HR Approved Overtime Eligible Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Position represented by a Master Agreement: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes , list Master Agreement: <i>Choose Agreement.</i>	Position has an approved In-Training Plan: Yes <input type="checkbox"/> No <input type="checkbox"/> If yes , attach Position Description for each In-Training Level
Supervisor's/Manager's Name and Title Sam Yukon, IT Director	Supervisor's/Manager's Phone Enter text.
Date Completed 6/30/2017	Date Previous Position Description Approved Enter a date.
Primary Job Family (select one) 1. Application Development	Secondary Job Family (select one, if applicable) 6. IT Policy and Planning
Organizational Structure (Attach an organizational chart.)	
Summarize the functions of the position's division/unit and how this position fits into the organizational structure.	
<p>The Applications team provides web technology and application development services for two agency divisions. This position reports to the IT Director who reports to the Director.</p> <p>The Applications unit is responsible for the analysis, design, development, testing, and documentation of applications that support various administrative services and business functions.</p> <p>Applications supported include:</p> <ul style="list-style-type: none"> Contracts Database, Purchasing, Inventory, Records Requests (public disclosure requests) , Learning Management System (agency wide learning/training) <p>The Web Services unit is responsible for the management of the Intranet and SharePoint services for the divisions. This unit provides primary technical support for the SharePoint services. It also develops and supports a number of small web based applications.</p>	

Position Objective

Describe the main purpose of the position and the type and nature of the work performed.

This position provides IT leadership, teamwork, and client management in the area of web and application information technology by managing in accordance with agency and division goals and objectives. It manages the process of innovative change, identifies opportunities for improvement and makes constructive suggestions for change. This position manages day-to-day internal customer interactions, sets and manages customer expectations, and communicates effectively with customers to identify needs and evaluate solutions.

This position directly manages the Applications Team consisting of senior and expert level C#/.NET developers, senior level CRM Developers, software testers and one contractor. This also includes the Web Services unit consisting of Usability and SharePoint specialists, senior level web developers and one Technical Lead/SharePoint Administrator.

This position supports the mission of the organization by advancing a collaborative IT web and application development environment in support of the agency's vision by providing the infrastructure for direct service delivery through technical leadership and guidance.

The position is responsible for the following:

- Manage the operations of the Applications Services team.
- Serve as a regular member of the agency's Application and Web Management Extended Management Team. Major outcomes include regular status reports of active projects, business case completion and approvals, resource allocation, completion of assigned tasks and/or action items, and SharePoint updates.
- Manage procurement activity and resulting contracts to add resources in support of the work performed by the team. Major outcomes include contract compliance and timely renewal of amendments and/or new procurements.
- Lead and oversee the development and management of IT policies and standards of practice. Major outcomes include annual policy review and updates as needed.
- Lead and direct the application analysis, design, development, testing, and documentation functions for business, and program applications. Major outcomes include resource allocation, development, implementation, current technical documentation; implementation of production bug fixes, quality deliverables, and disaster recovery plans.
- Act as steward for the applications and services managed by the Application Services team to ensure customer priorities are met and compliant with current technology. Major outcomes include regular analysis and system planning to meet stated objectives.
- Participate in annual Information Technology business and strategic planning. Major outcomes include IT application development goals and metrics that support strategic objectives.
- Plan for yearly budget cycles through assessments of unit and staff needs related to hardware, software, supplies, and staff resources. Major outcomes include completion of purchase requests for approved budget items.

Assigned Work Activities (Duties and Tasks)

Describe the duties and tasks, and underline the essential functions. Task statements should describe the **action** performed; to **whom or what**; using what **tools, equipment, methods, and/or processes**; and the **final product or outcome**.

For more guidance, see [Essential Functions Guide](#) and [Examples of Work Statements](#)

List the assigned work in order of importance including the final product or outcome for each, with essential functions underlined.

Directs the daily work of the Applications team – comprised of highly skilled Programmers, Web Developers and SharePoint Administrators. These teams are responsible for applications and Web sites that support division level operations and the agency's mission.

Develops and implements an overall architecture for applications managed within the team. Provides second level technical support for applications. This includes resolving technical issues regarding system enhancements and approving technology upgrades consistent with agency, division, and state direction. Ensures applications and solutions comply with policy and standards.

In collaboration with other managers, directs the development of standard and consistent internal software development processes that align with widely accepted software application development methodologies.

Ensures delivery of high quality products in coordinated releases within planned schedules. Develops and implements methods to track, monitor and audit work in progress to support on-time delivery.

Develops and manages disaster recovery plans for applications supported within the team.

Ensures regular tests of the plans occur on scheduled basis for each application as resources allow.

Completes usual and customary supervisory functions and activities such as performance planning, performance evaluations, progressive discipline, training plan development and talent management.

Manages contracts for services that support team functions. Manages procurement efforts.

Develops a team-based program for monitoring and measuring team and individual performance based on established targets and critical outcomes.

Develops and implements technical audits and peer reviews to supplement other types of testing and monitoring activities.

Routinely captures and analyzes data to support management activities and decision-making efforts.

Directs the evaluation of emerging or alternate technologies to identify where changes in systems, solutions, service offerings and standards are recommended in order to increase the effectiveness and timeliness of products to market.

Acts as IT steward for applications, technologies and solutions managed within the two assigned divisions.

Fosters positive and collaborative working relationships with internal customers as well as other information technology professionals including contractors and external partners.

Develops and implements change and release management strategies that allow the best use of resources to meet established customer priorities across multiple applications and shared resources. Manages customer communications and reports status of ongoing initiatives and activities.

Oversees the development of policies and standards for internet and intranet-related technologies. Oversees internal work groups.

Serves as a member of the agency's Application & Web management team.

Participates in IT Strategic and Business planning development efforts.

Serves on statewide workgroups as required.

Problem Solving

What are the most complex and/or challenging issues addressed by this position? Give 3 to 4 examples and how each is resolved.

Complex/Challenging Issue	How Resolved	Frequency
Managing significant service disruption incidents.	Coordinating, resourcing and prioritizing work. This includes coordinating with network infrastructure staff and managers. Includes making decisions regarding the tradeoffs between minimizing service interruption vs risk to quality or accuracy.	About a half dozen major events per year.
Balancing new, strategic work with required maintenance work that must be done.	Attend monthly meetings with office managers to review and prioritize work.	Formally monthly but to some extent continuous.

Managing project/work scope, schedule and budget.	Working with key stakeholders to manage resourcing and expectations in the event of planned or unplanned changes.	Weekly
Decision Making		
<p><i>What duties are performed that require the position to make choices, determinations or judgments?</i></p> <p>This position serves as the highest technical authority for design, development, support and ongoing maintenance strategies for assigned applications. Each of these functions require a high degree of technical and policy setting expertise that is essential to both the long-term technology direction and the day-to-day operation and management of these applications.</p> <p>This position manages the budget and approves expenditures budget based on delegated authority. This position makes recommendations on expenditures outside of delegated authority to the IT Director.</p> <p>Independently makes all decisions for the day-to-day operations of the team, delegates and prioritizes staff assignments, approves leave requests, determines tactical and operational priorities (with input from customer groups). Responsible for hiring decisions and assessment of staff performance including recommendations on corrective or disciplinary action.</p> <p>This position manages procurement activity and resulting contracts to add resources in support of the work performed by the team.</p> <p>Determines strategic and tactical direction for assigned applications, including a number of applications used across divisions within the agency.</p>		
<p><i>Which decisions are sent to the next level of supervisor/manager or technical authority for recommendation/decision?</i></p> <p>Decisions where implementation will have impact to other services within the agency.</p> <p>Decisions that require higher level spending authority.</p>		
Potential Impact of Results		
<p>Describe the potential impact of error (What potentially could happen in the event that the individual were to fail to perform their job correctly?).</p>		
<p><i>List who (citizens, other department/unit personnel, statewide-personnel, etc.) would be impacted and the degree of impact.</i></p> <p>Independently makes all decisions for the daily operations of the team, delegates and prioritizes staff assignments, approves staff leave requests, determines tactical and operational priorities (with input from customer groups and steering committees). Responsible for hiring decisions and assessment of staff performance including recommendations on corrective or disciplinary action.</p> <p>Decisions and recommendations made by this position can have impact to the agency and customers the agency serves. For example, data errors can result in legal issues or incorrect federal reporting.</p> <p>This position approves expenditures budget based on delegated authority. Make recommendations on expenditures outside of delegated authority.</p> <p>This position manages procurement activity and resulting contracts to add resources in support of the work performed by the team.</p>		
<p><i>List what (dollars, larger systems, processes, other resources, etc.) would be impacted and the degree of impact.</i></p> <p>This position requires the application of advanced management principles and skills. The scope of management control and influence in this position is complex and decisions have potential impact the agency. Judgments made by this position require tactical and at times strategic considerations. This position must consider cost avoidance opportunities between business and system requirements.</p> <p>Systems have complex interfaces with internal and external agencies and business partners. The potential for error or negative consequences exists when partners or customers implement changes without prior approval and planning. These are considered major incidents and need quick resolution.</p>		

This position manages several applications. Changes to these applications can negatively affect stakeholders if not planned and communicated in a collaborative and thoughtful manner with client business owners.

Many systems require financial resources in order to plan and prioritize for change. The impact for error or negative consequences exist when patches or new operating systems are rolled out without proper testing and planning/mitigation strategies.

Financial Dimensions (if applicable)

Describe the type and annual amount of all monies that the position directly controls, administers or manages (*excluding employee salary and benefits*) for example: delegated signature authority amount, invoice approval for contract expenditures.

Manages the agency's Applications Team budget, consisting of both the Application's Unit and Web Services Unit of \$50,000 annually. Approval authority for expenditures up to \$5,000.

Lead Work/Supervisory Responsibilities

Lead Position: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Assigns Work	<input checked="" type="checkbox"/> Instructs Work	<input checked="" type="checkbox"/> Checks Others' Work
Supervisory Position: Yes <input checked="" type="checkbox"/> No <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Plans work	<input checked="" type="checkbox"/> Evaluates Performance	<input checked="" type="checkbox"/> *Takes Corrective Action
	<input checked="" type="checkbox"/> *Hires	<input checked="" type="checkbox"/> *Terminates	

(*Has the authority to effectively recommend these actions.)

List Class Title and Working Title of Position(s) Supervised	If Part Time, What %
IT Application Development – Expert (Supervisory position)	Part Time %.
IT Application Development – Senior Specialist	Part Time %.
IT Application Development - Journey	Part Time %.
	Part Time %.
	Part Time %.
	Part Time %.

Add information that clarifies this position's lead or supervisory responsibilities.

Working Relationships

Level of Supervision received (*check one*). For more guidance see [Glossary of Classification Terms](#).

- Direct/Close Supervision: Most work is reviewed in progress and upon completion.
- General Supervision: Completed work is spot checked.
- General Direction: Completed work is reviewed for effectiveness and expected results.
- Administrative Direction: Completed work is reviewed for compliance with budget, policies, laws and program goals.

Add information that clarifies this position's interactions with others to accomplish work.

Continuity of Operations Plans (COOP) Designation – For Disaster or Emergency Recovery

For more information see [COOP and Critical Positions](#). For higher education, refer to your list of essential personnel.

Is this position designated critical based on agency COOP? Yes No
If yes, describe how this position supports the agency COOP Critical Functions.

Qualification – Knowledge, Skills and Abilities	
Required Education, Experience or Certifications	Application (why each qualification exists)
A Bachelor's degree including 9 semester or 15 quarter hours of computer science courses and five years of consultative, administrative, or supervisory experience in information technology analysis, system maintenance, or troubleshooting/problem resolution experience, or analyzing, designing, or programming computer systems applications or databases.	This individual must have a broad understanding of information technology and its use in supporting business objectives.
Three years' experience leading or supervising IT technical teams including setting goals and objectives for the work of the team with consideration of the long range impacts to the work of the team or organization.	
Desirable/Preferred Education, Experience or Certifications	Application (why each qualification exists)
<p><i>List the competencies (knowledge, skills, abilities and behaviors) and a description of each that are necessary to successfully perform the work of the position.</i></p> <p>Demonstrated knowledge of and experience in applying software development lifecycle and related best practice methodologies.</p> <p>Demonstrated knowledge of and experience in the application of project management theory, tools and techniques.</p> <p>Demonstrated knowledge of and experience applying quality management principles, including use of data to support management activities and ability to adapt/modify processes to achieve results.</p> <p>Demonstrated ability to manage resources and staff to meet customer needs and priorities.</p> <p>Demonstrated working knowledge of essential technologies such as multi-tiered architectures, network operating systems, web based development, Web 2.0 technologies, collaboration software, and social media tools.</p> <p>Demonstrated ability to manage and maintain healthy, productive customer and staff relationships.</p> <p>Knowledge of key organizational units and structures within the agency.</p> <p>Ability to effectively interact with staff in variety of organizational levels and in various positions (i.e., business/program, fiscal, managerial, IT) within the agency.</p> <p>Ability to present information in a variety of formats and forums, including providing technical information to non-technical groups.</p> <p>Knowledge of and ability to direct effective strategies for achieving and maintaining excellent customer service, including well-developed negotiation and communications skills.</p>	
Special Requests and Conditions of Employment	
Examples: Must possess valid drivers' license and good driving record. Must successfully pass a criminal background check.	
Working Conditions	

Work Setting, including hazards	This position requires significant periods of time sitting at a desk, often working on a computer
Schedule (i.e., hours and days)	This job requires occasional evening and weekend work and may require reporting for work even when the office is closed due to an emergency or inclement weather.
Travel Requirements	Travel may be required although most travel is point to point in the Lacey/Olympia/Tumwater area.
Tools and Equipment	Computer
Customer Relations	
Other	This position requires routine on-site presence in order to be successful with assigned duties.
Acknowledgement of Position Description	
The signatures below indicate that the job duties as defined above are an accurate reflection of the work performed by this position.	
Date 6/30/2017	Supervisor's/Manager's Signature (required) <i>Sam Yukon</i>
Date 6/30/2017	Appointing Authority's Name and Title Cornelius Bodge, Director Signature (required) Enter text.
As the incumbent in this position, I have received a copy of this position description.	
Date Enter a date.	Employee's Signature Enter text.

Position details and related action have been taken by Human Resources as reflected below.

For Human Resource/Payroll Office Use Only			
Approved Class Title: Enter text.	Class Code: Enter text.	Salary Range: Enter text.	Effective Date: Enter a date.
Pay Scale Type: Enter text.	Job Analysis On File? Yes <input type="checkbox"/> No <input type="checkbox"/>	Position Type (Employee Group): Enter text.	EEO Category: Enter text.
Employee Sub-Group: Enter text.	Position Retirement Eligible: Yes <input type="checkbox"/> No <input type="checkbox"/>	Position is: Funded <input type="checkbox"/> Non-Funded <input type="checkbox"/>	Workers Comp. Code: Enter text.
County Code: Enter text.	Business Area: Enter text.	Personnel Area (FEIN): Enter text.	
Position Eligible for Telework Yes <input type="checkbox"/> No <input type="checkbox"/>		Position Eligible for Flextime Yes <input type="checkbox"/> No <input type="checkbox"/>	
Position Eligible for Compressed Workweek Yes <input type="checkbox"/> No <input type="checkbox"/>		Unique Facility Identifier (UFI) For more information see: UFI Search Feature Enter text.	

Bona Fide Occupational Qualification Yes No
If **yes**, list qualifications: Enter text.

Cost Center Codes						
COST CENTER	PCT. (%)	FUND	FUNCTIONAL AREA	COST OBJECT	AFRS PROJECT	AFRS ALLOCATION
Enter text.	Enter text.	Enter text.	Enter text.	Enter text.	Enter text.	Enter text.
Enter text.	Enter text.	Enter text.	Enter text.	Enter text.	Enter text.	Enter text.
Enter text.	Enter text.	Enter text.	Enter text.	Enter text.	Enter text.	Enter text.
Enter text.	Enter text.	Enter text.	Enter text.	Enter text.	Enter text.	Enter text.
Date: Enter a date.	HR Designee's Name: Enter text.		HR Designee's Title: Enter text.		HR Designee's Signature: Enter text.	
Date: Enter a date.	Budget Designee's Name: Enter text.		Budget Designee's Title: Enter text.		Budget Designee's Signature: Enter text.	