

## 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 <b>Update</b>
Class Code and Title <b>Enter text.</b>	Current Salary Range <b>Enter text.</b>
Proposed Class Code and Title <b>Enter text.</b>	Proposed Salary Range <b>Enter text.</b>
Agency/HE Institution Position Number <b>Enter text.</b>	HRMS Position Number (if applicable) <b>Enter text.</b>
Project Title (if applicable) <b>Enter text.</b>	Assignment Pay Dual Language <input type="checkbox"/> Other <input type="checkbox"/> <b>Enter text.</b>
Incumbent's Name (If filled position) <b>Sam Yukon</b>	Address Where Position Is Located (Duty Station) <b>Enter text.</b>
Work Schedule Part Time <input type="checkbox"/> Full Time <input checked="" type="checkbox"/>	HR Approved Overtime Eligible Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Position represented by a Master Agreement: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If <b>yes</b> , list Master Agreement: <i>Choose Agreement.</i>	Position has an approved In-Training Plan: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If <b>yes</b> , attach Position Description for each In-Training Level
Supervisor's/Manager's Name and Title <b>Cornelius Bodge, Director</b>	Supervisor's/Manager's Phone <b>Enter text.</b>
Date Completed <b>6/30/2017</b>	Date Previous Position Description Approved <b>Enter a date.</b>
Primary Job Family (select one) <b>6. IT Policy and Planning</b>	Secondary Job Family (select one, if applicable) <b>1. Application Development</b>
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>This position manages IT Services which supports key agency information technology operations and support services. IT Services operational teams provide direct service in support of client service programs as well as providing required IT systems support for the agency. These teams include:</p> <ul style="list-style-type: none"> <li>• IT system support services: IT network infrastructure, IT security</li> <li>• Application development, maintenance and operations for enterprise applications</li> <li>• Service Desk (agency-wide first tier technical support)</li> <li>• Application and network systems support for agency-wide business office functions</li> </ul> <p>This position provides operational oversight and leadership to the Information Technology Disaster Recovery (DR) program; ensuring operational requirements are documented, coordinated, and routinely tested. In particular, this position ensures that technical components needed for critical system operation are identified and planned in DR plans and elsewhere. Acts as IT liaison for Continuity of Operations Planning (COOP) and is responsible for leading efforts to ensure alignment between the COOP and DR plans. Acts as a key point of contact in the event of serious or widespread</p>	

security incidents. Coordinates updates to the disaster recovery plans and planning. Coordinates and monitors DR testing within the Division. Responsible for agency IT COOP.

Responsible for IT modernization planning across agency programs and internal system technologies (Uniblad and QuickSys).

Responsible for leadership and sponsorship of current operations projects and future service planning for enterprise IT architecture and new technologies.

### Position Objective

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

This position manages a large-scale critical enterprise (Another Big Computer (ABC)) system impacting internal operations and external business partners statewide. It requires a high degree of technical and policy expertise, essential to both the long-term technology direction and the day-to-day operation and management of agency systems. The scope of management control and influence is complex and has major impacts for the entire agency. Services managed by this position influence internal agency business decisions and operations.

This position interprets and implements broad agency and State IT policies and standards for the agency. In addition, it is responsible for developing, implementing and maintaining agency-level solutions, standards, guidelines and best practices in the areas of information technology. Judgments and decisions require both strategic and tactical consideration and have potential long term and high cost impacts for the agency. This position participates in the development of IT strategic plans, tactical and operational plans and must exercise strong managerial judgment with respect to policies, procedures and IT systems selected for use throughout the agency.

This position manages the vision for designing, deploying, and enhancing IT support services. This involves significant risk and requires analysis in areas having widespread effect on a substantial segment of clients or the internal effectiveness. This position assesses current technology services relating to networks, applications, interfacing and operational support services. It gauges suitability against the needs of the agency and makes recommendations for necessary resource and technology enhancements and development.

This position provides leadership in information management solutions, providing statewide services and operations that are fundamental and central to the mission and business purpose of the agency:

- Provides leadership, vision and direction toward the agency's mission and strategic purpose.
- Maintains an environment that supports staff in the direct delivery of client services.
- Builds strong relationships with stakeholders.
- Implements IT solutions and services that manage costs and reduce risk. Ensures quality and leverages resources across the agency.

### 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.**

Provides senior management and leadership to IT services including network operations and application services support within the agency.

Provides second-level oversight of system support and related services for agency wide systems; interfaces, many of them real time, between agency and interagency systems.

Provides second-level oversight of IT Service Desk operations supplying first tier support for all agency IT services.

Provides second-level oversight of the IT technical support for agency business office functions including facilities, procurement, risk management, safety planning, as well as HR related activities.

Provides operational oversight and leadership to the agency's DR program, ensuring operational requirements are documented, coordinated and routinely tested. In particular, this position ensures that technical components needed for critical system operation are identified and planned for in the agency DR plan(s) and elsewhere as needed. Acts as agency IT liaison for Continuity of Operations Planning (COOP) and is responsible for leading efforts to ensure alignment between the COOP and DR plans. Coordinates with other agencies on statewide disaster recovery initiatives and services. Acts as a key point of contact in the event of serious or widespread security incidents.

Acts as a liaison at the state level Emergency Management and for agency disaster recovery. Develops and monitors agency readiness for business continuity/disaster recovery for critical IT applications and resources. Coordinates updates to the IT Services DR plans and planning. Coordinates and monitors DR testing within the agency. Responsible for the COOP.

Conducts strategic planning and thought leadership for current operations and future service planning for IT architectures and technologies. This includes promotion of the use of existing technologies in alignment with agency and state strategies as well as lifecycle planning for the current services. Interacts with counterparts in other agencies and central service agencies to promote integration of services.

Participates in IT management and governance discussions.

This position plays a key role in IT governance activities, in particular in providing support for the Director's executive management team and the agency's IT Steering Committee. Provides sponsorship of workgroups and projects as designated to meet the business needs of the agency.

Leads designated agency efforts to develop, implement and monitor business process or technology solutions, strategies and policy/standards in support of the IT Strategic Plan. In this capacity, the position independently develops the overall approach, supports planning and monitoring efforts, identifies appropriate governance and supplies support or oversight of initiatives as needed.

This position may represent the agency in state-level workgroups and on statewide technology initiatives.

### 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
Ensuring the IT service desk maintains quality of service and services within an environment of changing policies, technologies and customer support demands.	Through monitoring and assessment of changes in operational technologies, policies and processes. Ensures, along with stakeholder involvement, the IT service desk retains a dynamic and sustainable role in the delivery model of those services.	Monthly
Ensuring the coordination of all technology changes within IT is recorded, assigned, broadcast and shared.	As senior manager, ensure proper governance, management and oversight is maintained allowing for collection and distribution of all pertinent IT related changes within the agency and IT partners.	Weekly
As the ABC system ages there is a need to ensure operational oversight and systems management to both servers and Uniblud system along with replacement of imminent retiring support staff.	Development of a strategy that ensures proactive systems management and tactical monitoring and mitigation of systems issues. Development and implementation of a staffing plan to ensure continuity and knowledge transfer of staff eligible for retirement.	Monthly
Disaster and business continuity capability is not in a state where it is	By driving and constantly monitoring both DR and COOP planning, testing and	Monthly

believed to be operational when needed.	validation, develop and maintain the necessary planning, implementation and testing necessary to ensure a reliable DR implementation.	
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**Decision Making**

*What duties are performed that require the position to make choices, determinations or judgments?*

This position has full accountability within assigned areas.

This position mentors, coaches and/or consults with executive leadership and professionals, both managerial and technical staff. Focus of this position is on organizational leadership, vision and direction toward agency mission and strategic purpose and delivery of services. Long range planning focuses on development of programs and resources over at least a three-year period.

This position has authority to have impact regarding agency mission and operational effectiveness. This position makes strategic decisions, leading technology direction and implementing services across multiple departments and divisions within the agency and across multiple agencies within State government.

This position implements and maintains agency priorities and improvements, and the position leads and oversees efforts at the agency level in order to accomplish goals, strategies and initiatives within strategic plans.

This position provides operational management and oversight to the IT DR program. In a critical recovery situation following a natural disaster or significant security event, this position provides operational oversight and management of agency recovery efforts during and after the event. In an emergency or disaster situation, this position coordinates with Emergency Management, agency officials and other state agencies to recover critical technology resources based on the agency COOP.

The position provides second and third level management and oversight to multiple IT service areas. These teams provide critical services to agency-level applications and services, including services that support critical systems.

A number of agency systems use legacy technology. This position must ensure the agency meets current technology needs but also that technology solutions progress in developing strategies and action plans to migrate to modern technology platforms.

The position has full responsibility for the independent and successful completion of other assignments as made. These assignments will generally require the incumbent to organize and direct IT workgroups made up of cross-program or cross-agency staff to complete the assignment and produce necessary deliverables.

In the event of a disaster, this position coordinates with Emergency Management staff around agency's IT response.

*Which decisions are sent to the next level of supervisor/manager or technical authority for recommendation/decision?*

While this position relies on standard practice and concepts in some of areas (for example, common technology management principles and practices used for IT Service Desk management), decisions made are often in areas where there is more than one possible answer and incumbent makes decisions on the best course of action based on available information.

Generally, consults with agency executive management using defined governance processes for decisions affecting agency strategies. This position develops and presents recommendations regarding IT Services to agency leadership.

**Potential Impact of Results**

Describe the potential impact of error (What potentially could happen in the event that the individual were to fail to perform their job correctly?).

List who (citizens, other department/unit personnel, statewide-personnel, etc.) would be impacted and the degree of impact.

This position is directly accountable for directing and controlling operations, development, delivery and results of programs and services central to the business purpose of the entire agency. Impact and consequence of error affect the operational effectiveness of the entire agency where risk of failure to fulfill organizational-wide results is critical to the agency's effectiveness and fulfillment of the agency mission. Clients and providers of the agency and potentially other agencies could be impacted across the state.

Responsibilities for the DR program and role as the agency IT liaison for Continuity of Operations Planning (COOP) will have significant impact on the agency's ability to restore critical applications and services in the event of a disaster or business interruption.

Work focuses on improving operational services. The position sponsors, oversees or supports critical activities around new service deployment, expansion of, or investment in existing services and retirement of services when needed. The position must ensure compliance with agency policies that affect operational services including IT Security and Disaster Recovery.

This position interacts with other program IT leadership to plan for and coordinate business continuity in the event of an unplanned outage or emergency. This position has responsibility for management of the agency's IT architecture and supporting technologies with significant impacts to all agency critical systems.

Work is oriented towards achieving specified outcomes. This position leads cross-program workgroups to produce strategies, recommendations, deliverables, policies, standards and process/practice improvements. This work is usually oriented towards information technology, but is not limited to information technology.

List what (dollars, larger systems, processes, other resources, etc.) would be impacted and the degree of impact.

The ABC system is critical to the business of the agency and other state agencies. Errors could result in actual costs to the agency. For example, a "minor" mistake could cost the agency over \$40,000.

Increased security risks if agency is unable to remove or reduce impacts of changing cyber security threats

Services or systems cannot continue to support business needs effectively or in a cost-effective manner.

An inadequate security program, including disaster recovery planning, has financial consequence. In the event of a disaster, the inability to recover a critical system could result in an inability to provide a vital agency service.

**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.

This position directly controls the full \$16 million annual budget, which includes the costs for approximately 15 staff (state and contracted resources), hardware/equipment software and other services.

This position has indirect influence on IT spending which, in prior years, has been about \$12.3 million per year.

**Lead Work/Supervisory Responsibilities**

Lead Position: Yes <input type="checkbox"/> No <input type="checkbox"/>	<input checked="" type="checkbox"/> Assigns Work	<input checked="" type="checkbox"/> Instructs Work	<input type="checkbox"/> Checks Others' Work
Supervisory Position: Yes <input checked="" type="checkbox"/> No <input 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 %
1 – IT Customer Support - Manager	Part Time %.

<b>1 – IT System Administration - Manager</b>	<b>Part Time %.</b>
<b>1 - IT Security – Expert</b>	<b>Part Time %.</b>
<b>4 - IT Network &amp; Telecommunications – Senior Specialist</b>	<b>Part Time %.</b>
<i>Add information that clarifies this position's lead or supervisory responsibilities.</i>	
<b>Working Relationships</b>	
Level of Supervision received ( <i>check one</i> ). For more guidance see <a href="#">Glossary of Classification Terms</a> .	
<input type="checkbox"/> Direct/Close Supervision: Most work is reviewed in progress and upon completion. <input type="checkbox"/> General Supervision: Completed work is spot checked. <input type="checkbox"/> General Direction: Completed work is reviewed for effectiveness and expected results. <input checked="" type="checkbox"/> Administrative Direction: Completed work is reviewed for compliance with budget, policies, laws and program goals.	
<i>Add information that clarifies this position's interactions with others to accomplish work.</i>	
<b>Continuity of Operations Plans (COOP) Designation – For Disaster or Emergency Recovery</b>	
For more information see <a href="#">COOP and Critical Positions</a> . For higher education, refer to your list of essential personnel.	
Is this position designated critical based on agency COOP? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<i>If yes, describe how this position supports the agency COOP Critical Functions.</i>	
<b>Qualification – Knowledge, Skills and Abilities</b>	
<b>Required Education, Experience or Certifications</b>	<b>Application (why each qualification exists)</b>
Bachelor's or Master's degree in Computer Science, Management Information Systems, Information Technology or a closely related field  AND	To be effective in managing this diverse set of services, this individual must have a broad understanding of information technology and its use in supporting business objectives
A minimum of seven (7) years of experience managing in an IT environment, holding various leadership or management roles leading technology teams providing a wide spectrum of services  AND	This additional experience is necessary due to the complexity of services offered, and how these services interact and support the constantly evolving business needs
A minimum of one (1) year of experience as a second level technical manager or similar AND demonstrated advanced expertise in disaster recovery	This additional experience is necessary due to the complexity of services offered
<b>Desirable/Preferred Education, Experience or Certifications</b>	<b>Application (why each qualification exists)</b>
Prior experience managing and overseeing computer environments and supporting services.	This level of experience will provide competency in delivering a diverse set of services and its use in supporting business objectives
Demonstrated experience in deploying process and practice improvement methods and methodologies, such as Six Sigma and Lean Management.	This level of experience will provide competency in delivering a diverse set of services and its use in supporting business objectives
Demonstrated knowledge of and experience in IT strategic and tactical plan development and implementation.	This level of experience will provide competency in delivering services and its use in supporting business objectives

Demonstrated knowledge of and experience with development and management of service level agreements, key performance indicators and other metrics.	This level of experience will provide competency in delivering a diverse set of services and its use in supporting business objectives
Demonstrated understanding of operations in a governmental environment.	This level of experience will provide competency in delivering a diverse set of services and its use in supporting business objectives
Demonstrated ability to administer budgets, staffing, facilities, contracts and service level agreements.	This level of experience will provide competency in delivering a diverse set of services and its use in supporting business objectives
<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>Ability to apply management principles including planning, organizing, monitoring, controlling and motivating staff at various levels within the organization.</p> <p>Ability to sponsor and/or lead workgroups and work teams to achieve high quality results.</p> <p>Ability to foster collaborative relationships within and across the agency and with external customers, partners and stakeholders.</p>	
<b>Special Requests and Conditions of Employment</b>	
Examples: Must possess valid drivers' license and good driving record. Must successfully pass a criminal background check.	
<b>Working Conditions</b>	
Work Setting, including hazards	Requires significant periods sitting at a desk, often working on a computer.
Schedule (i.e., hours and days)	Requires onsite presence during business hours. May require some evening and weekend work to accomplish assigned tasks within timelines or when required due to an emergent situation.
Travel Requirements	Occasional travel outside the Olympia/Lacey/Tumwater area and routinely requires travel in the Olympia/Lacey/Tumwater area.
Tools and Equipment	Generally requires use of computer and other standard office equipment.
Customer Relations	Regularly interacts with customers at the highest levels of management.
Other	Designated as an emergent position and may be required to report to a designated worksite in the event of a disaster.
<b>Acknowledgement of Position Description</b>	
The signatures below indicate that the job duties as defined above are an accurate reflection of the work performed by this position.	
Date <b>6/30/2017</b>	Supervisor's/Manager's Signature (required)  <i>Tara Dactyl</i>
Date <b>6/30/2017</b>	Appointing Authority's Name and Title <b>Dr. Tara Dactyl, Director</b>  Signature (required)  <i>Tara Dactyl</i>
<b>As the incumbent in this position, I have received a copy of this position description.</b>	

Date  
6/30/2017

Employee's Signature

*Sam Yukon*

**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: <a href="#">UFI Search Feature</a> 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.	