

## 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) Ferris Bueller	Address Where Position Is Located (Duty Station) <b>CCC Bldg. B</b>
Work Schedule Part Time <input type="checkbox"/> Full Time <input checked="" type="checkbox"/>	HR Approved Overtime Eligible Yes <input type="checkbox"/> No <input type="checkbox"/>
Position represented by a Master Agreement: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If <b>yes</b> , list Master Agreement: MM&P - Mates	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>Cameron Frye</b>	Supervisor's/Manager's Phone <b>(360) 555-1212</b>
Date Completed <b>6/7/2017</b>	Date Previous Position Description Approved <b>6/7/2016</b>
Primary Job Family (select one) <b>8. IT Project Management</b>	Secondary Job Family (select one, if applicable) <b>11. IT Vendor Management</b>
<b>Organizational Structure (Attach an organizational chart.)</b>	
Summarize the functions of the position's division/unit and how this position fits into the organizational structure.	
<b>Position Objective</b>	
Describe the main purpose of the position and the type and nature of the work performed.	
<b>Responds in person, over the phone or via email to provide technical assistance and support for incoming calls and issues relating to the CCC staff and student computers and printers; asks questions to determine problem; walks staff through problem-solving process; runs diagnostic programs when applicable, isolates problem, determines and implements solutions; escalates issue to higher level technicians when applicable; follow up to ensure issue has been resolved.</b>	
<b>Assigned Work Activities (Duties and Tasks)</b>	
Describe the duties and tasks, and underline the essential functions. Task statements should describe the <b>action</b> performed; to <b>whom or what</b> ; using what <b>tools, equipment, methods, and/or processes</b> ; and the <b>final product or outcome</b> .	

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.**

Install, configure, test, maintain, monitor and trouble shoot server hardware, software, networked peripheral devices, cabling and networking hardware and software products

Administer and support Active Directory environment including activities such as design, maintenance and troubleshooting

Maintain network security solutions, including firewall and intrusion prevention and detection systems.

Maintain all network hardware, software and configurations, including firewalls, switches and Site to Site VPN.

Monitor and test network performance and provide network performance statistics and reports.

Receive and respond to incoming calls and emails.

Provide consultation and analysis, design, development, acquisition, installation maintenance, programming, testing, quality assurance, troubleshooting and/or problem resolution task for major organization-wide, high risk/high impact, mission-critical applications computing and/or telecommunication systems, projects, databases or database management systems; support products or operational problems servers and network hardware.

Maintain network asset management.

Perform system backups and recovery.

Understand the IT needs of the section staff and work with other IT staff and teams to effectively and efficiently implement technical changes.

Participate as a technical team member or team lead on agency project efforts related to the desktop PC environment.

Use basic project management skills to facilitate the implementation of agency-wide projects.

Recommend, schedule and perform network improvements, upgrades and repairs.

Collaborate with network analysts and designers to create optimal network design topologies and configurations.

Work with vendor to resolve network connectivity issues.

### 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
The number one issue for me is taking way too much time to figure out a new problem.	I give myself a time limit and when that time limit is reached, I call to get help to resolve the issue.	Weekly
Working in the evenings when I am the only tech here.	When a network issue happens, I have no one to turn to. I have to troubleshoot what they say is happening. Then gather all the information I can and call the on call tech. If they do not answer, I leave a voice mail with the issue and to call me. If I do not receive a call within 5-10 minutes, then I start calling from our call list.	These do not happen very often, but can be very stressful when you want them to answer right away.
One problem is when you are trying to troubleshoot a problem and you are continually interrupted, get side tracked.	Now I am delegating others to handle.	Weekly.

### Decision Making

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

**Analysis of network security events, network connectivity issues and general network health**

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

<b>Incident response, approval to contact vendor, purchasing</b>	
<b>Potential Impact of Results</b>	
Describe the potential impact of error (What potentially could happen in the event that the individual were to fail to perform their job correctly?).	
<i>List who (citizens, other department/unit personnel, statewide-personnel, etc.) would be impacted and the degree of impact.</i>	
<b>Internal and external agency customers.</b>	
<i>List what (dollars, larger systems, processes, other resources, etc.) would be impacted and the degree of impact.</i>	
<b>Day to day operational customer support.</b>	
<b>Financial Dimensions (if applicable)</b>	
Describe the type and annual amount of all monies that the position directly controls, administers or manages ( <i>excluding employee salary and benefits</i> ) for example: delegated signature authority amount, invoice approval for contract expenditures.	
<b>N/A</b>	
<b>Lead Work/Supervisory Responsibilities</b>	
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 type="checkbox"/>	<input type="checkbox"/> Plans work <input checked="" type="checkbox"/> Evaluates Performance <input type="checkbox"/> *Takes Corrective Action
	<input checked="" type="checkbox"/> *Hires <input type="checkbox"/> *Terminates
(*Has the authority to effectively recommend these actions.)	
<b>List Class Title and Working Title of Position(s) Supervised</b>	<b>If Part Time, What %</b>
Information Technology Student Assistants	<b>50%</b>
	Part Time %.
<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 checked="" type="checkbox"/> General Direction: Completed work is reviewed for effectiveness and expected results.	
<input 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>	
The agency has designated all IT staff as critical based on the actions necessary to ensure the delivery of vital services during and following an emergency disaster.	
<b>Qualification – Knowledge, Skills and Abilities</b>	
<b>Required Education, Experience or Certifications</b>	<b>Application (why each qualification exists)</b>
A Bachelor's degree in Information Technology or Computer Science.	Provides general knowledge of computers, programming and network principles and protocols
Experience working with vendors	Sometimes this position works with vendors
CCNA (Cisco Certified Network Associate) certification	Work is performed in a network environment that is predominately Cisco systems
<b>Desirable/Preferred Education, Experience or Certifications</b>	<b>Application (why each qualification exists)</b>

4 years of information technology experience such as consulting, analyzing, designing, programming, installing and/or maintaining compute software applications, hardware, telecommunications, or network infrastructure equipment, directing projects, providing customer or technical support in information technology; or administering or supervising staff who performed work in any of these information technology disciplines.	Provides a general knowledge of customer support and network connectivity issues.
<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>	
<b>Excellent written and verbal communication skills.</b>	
<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>Must be able to lift in excess of 50 pounds.</b>	
<b>Working Conditions</b>	
Work Setting, including hazards	<b>Cubicle setting</b>
Schedule (i.e., hours and days)	<b>M-F 8am-5pm</b>
Travel Requirements	<b>Must be able to travel</b>
Tools and Equipment	<b>Basic office equipment</b>
Customer Relations	<b>Must establish and maintain positive customer relationships</b>
Other	
<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>Enter a date.</b>	Supervisor's/Manager's Signature (required) <b>Enter text.</b>
Date <b>Enter a date.</b>	Appointing Authority's Name and Title <b>Enter text.</b>  Signature (required) <b>Enter text.</b>
<b>As the incumbent in this position, I have received a copy of this position description.</b>	
Date <b>Enter a date.</b>	Employee's Signature <b>Enter text.</b>

**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.