Information Technology
Position Description
Train-the-Trainer Presentation

Presented by:

State Human Resources

Classification and Compensation

Content

- ▶ Overview

- ▶ Information Technology Position Description form (IT PD)

- ▶ Resources

Position Description

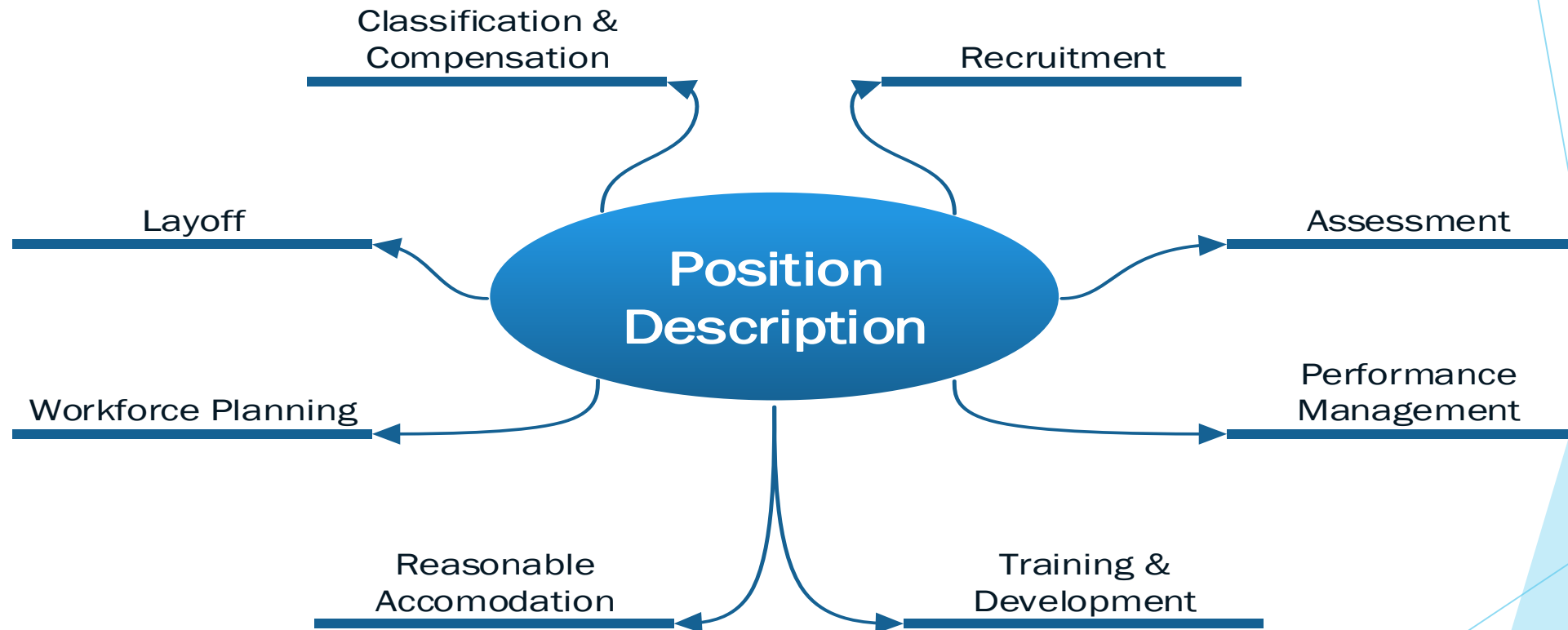The purpose of a position description is to accurately describe the work assigned to a position.

A well written position description:

▶ Describes the specific job duties and level of responsibility of a position

▶ Addresses the scope of problem solving

▶ Identifies the level of delegated decision making authority

▶ Provides other relevant information regarding the knowledge, training, education and skills needed to perform the job

Employer Requirements

▶ Employers must maintain and have on file a current Position Description (PD) for each position using:

  ▶ A standard form developed by State Human Resources (State HR) division, or

  ▶ An alternate form that contains the same components as those found in the State HR form must be used for each position

How are Position Descriptions Used?

Classification & Compensation

Recruitment

Layoff

Assessment

Position Description

Workforce Planning

Performance Management

Reasonable Accomodation

Training & Development

Why is the IT Position Description Different?

The IT Position Description form (IT PD) describes the work assigned to a position fitting within the Information Technology classification structure.

The IT PD is designed to:

► Identify the job family that is the primary focus of the work of the position

► Articulate the technical functions, problem solving, decision making and level of accountability of the position

► Correlate the knowledge, training, education and skills (qualifications) needed to successfully perform the technical work of the position

Who Completes the IT PD?

Supervisor is responsible for:

▶ Assigning duties and responsibilities to the position

▶ Completing and authorizing the content on the IT PD for subordinate employees

Employee is responsible for:

▶ Reviewing the duties and responsibilities of the position to ensure they understand the job functions

When is the IT PD Completed?

It is the supervisor's responsibility to complete the IT PD when:

- ▶ Position is established

- ▶ Assigned duties are subject to change

- ▶ Position is part of a State HR class study

Guiding Principles

▶ Describe actual work performed

▶ Be concise

▶ Use plain talk to describe work

▶ Use common terms

▶ Clarify ambiguous terms

▶ Define acronyms

Clarifying Language

Examples :

- ▶ "*The position advises help desk staff by informing them on the steps to take in situations that deviate from standard procedures.*"

- ▶ "*The position researches the needs of the end-user by meeting with them and gathering feedback in order to advise IT management on various anomalies.*"

Common Errors

▶ Writing the position description based on the individual rather than the position

▶ The position description is "over-built"

▶ Other common errors:

    ▶ Writing errors

    ▶ Not all sections completed

    ▶ Inconsistency with guidelines/definitions

"*Glossary of Classification Terms*"

Tips for Success

- Identify the position by job title and refer to the "position" rather than incumbent's name
- When describing duties focus on the "what" of the job
- Pay special attention to the position's scope of accountability
- Spell out acronyms e.g. NTS = Network and Telecommunications Services
- Avoid:
  - Words that are subject to differing interpretations
  - Flowery and lengthy descriptions
  - Using questionable language

Overview

Components of the IT PD

- ▶ Position Information
- ▶ Organizational Structure
- ▶ Position Objective
- ▶ Assigned Work Activities
- ▶ Problem Solving
- ▶ Decision Making
- ▶ Potential Impact of Results
- ▶ Financial Dimensions
- ▶ Lead Work/Supervisory Responsibilities

- ▶ Working Relationships
- ▶ Continuation of Operations Plans (COOP) Designation
- ▶ Qualifications/Knowledge, Skills and Abilities
- ▶ Special Requests and Conditions of Employment
- ▶ Acknowledgement

Position Information Section

Position Information	
Agency/HE Institution, Division, Unit Enter text.	Action Choose an item.
Class Code and Title Enter text.	Proposed Class Code and Title Enter text.
Agency/Institution Position Number Enter text.	HRMS Position Number (if applicable) Enter text.
Project Title (if applicable) Enter text.	Assignment Pay Dual Language ☐ Other ☐ Enter text.
Incumbent's Name (If filled position) Enter text.	Address Where Position Is Located (Duty Station) Enter text.
Work Schedule Part Time ☐ Full Time ☐	HR Approved Overtime Eligible Yes ☐ No ☐
Position Included in a Bargaining Unit: Yes ☐ No ☐ If **yes**, indicate union: Enter text.	Position has an approved In-Training Plan: Yes ☐ No ☐ If yes, attach Position Description for each In-Training Level
Primary Job Family (select one) Choose an item.	Secondary Job Family (select one, if applicable) Choose an item.
Supervisor's/Manager's Name and Title Enter text.	Supervisor's/Manager's Phone Enter text.
Date Completed Enter a date.	Date Previous Position Description Approved Enter a date.

Position Information – Job Families

This section asks for the primary and secondary job family

Primary Job Family (select one)	Secondary Job Family (select one, if applicable)
Choose an item.	**Choose an item.**

Determining Position Job Family

Prior to making a determination of the appropriate job family, review the IT Job Family Descriptions document.

After reviewing the job families, the following questions may be helpful in making your selection:

▶ Why does the position exist?

▶ What is the primary function of this position?

▶ What are the Knowledge Skills, and Abilities (KSA's) required?

Organization Structure

Organizational Structure (Attach an organizational chart.)
Summarize the functions of the position's division/unit and how this position fits into the organizational structure.

▶ Describes the function of the position's division or unit

▶ Explains how the position fits into the work unit and larger organizational structure

Position Objective

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

- ▶ Describes the position's main purpose and placement in the organization

- ▶ Provides a brief summary of the scope, objective, role and key responsibilities of the position

- ▶ Gives the overall "big picture" of what the position will be doing

Position Objective – Main Purpose

Briefly describe the position's main purpose and answer the question:

"How does the work of this position fit within and support the organization's mission and goals?"

Position Objective – Do's/Don'ts

Do –

▶ State the organization's mission, then explain how the position supports this mission

▶ Answer, "Why does this position exist"?

▶ Describe how the position fits within the work unit

▶ If applicable, tie position objectives to the budgeted outcome activities of the work unit

▶ Be honest and clear limit to only a few sentences

Don't –

▶ Include individual work activities

▶ Invent duties

▶ Overstate or be ambiguous

Position Objective - Example

Mission:

"The Washington State Parks and Recreation Commission acquires, operates, enhances and protects a diverse system of recreational, cultural, historical and natural sites.

The Commission fosters outdoor recreation and education statewide to provide enjoyment and enrichment for all, and a valued legacy to future generations."

Position Description Form

Position Objective - Example

Position Objective:

"This position provides professional, technical support to the agency's engineering design and construction unit. It combines the use of technology and creativity to provide design-level drawings and specifications for use by senior level engineers in designing and constructing recreational and historic facilities built and maintained within the state park system."

Assigned Work Activities

Assigned Work Activities (Duties and Tasks)
Describe the duties and tasks, and underline the essential functions. Duty statements should identify primary functions or key responsibilities. Task statements should describe the specific work or action steps required to complete the assigned duty. This should include what work is performed; to whom or what*;* using what tools, equipment, methods, and/or processes*;* and state the final desired product or outcome. List the assigned work in order of importance including the final product or outcome for each, with essential functions underlined. For more guidance, see Essential Functions Guide and Examples of Work Statements
Assigned Work: Outcome:

Assigned Work Activities

There are two steps to completing this section:

▶ Writing the work activities including the outcome

▶ Identifying & underlining the essential functions

Assigned Work Activities

Work activities are the primary duties and tasks performed by a position.

They describe:

▶ Primary functions or key responsibilities of the position

▶ Scope and level of independence and decision-making authority

They identify:

▶ Essential functions of the position that must be performed with or without a reasonable accommodation

They determine:

▶ Position's job classification and overtime eligibility status

Position Description Form

Assigned Work Activities

Ask the following questions:

▶ What are the position's primary duties?

▶ What types of problems are encountered on the job and what is needed to resolve them?

▶ Does the position work with other positions or alone?

▶ What type of involvement occurs with other positions?

▶ Who reviews a completed project for accuracy? How frequent is work reviewed?

▶ What type of supervision is received?

▶ What type of supervision is given to other positions, i.e., does the position supervise?

▶ Is the job responsible for financial dimensions and how much?

▶ What is the impact of the person not performing their job?

Assigned Work Activities

Use clear action verbs to objectively describe:

▶ The work performed with people, data, or things

▶ The outcome, result, or purpose of the work

▶ Any tools or equipment used

▶ The level of independence and/or degree of authority or control

▶ To whom the employee makes recommendations (if applicable)

▶ Who directs the work of this position

▶ Who (if anyone) must review the work

Assigned Work Activities

Do

- Describe the actual work performed

- Use common terms to describe tasks, roles and responsibilities assigned to the position

- Be concise and use short, direct verbs in the present tense

Position Description Form

Assigned Work Activities

Don't

▶ Be overly technical with current jargon:

    ▶ Example: "*performs coding of systems" rather than codes with ABC language" to complete project*".

▶ Copy wording from class specifications

▶ Use ambiguous terms, such as "*handle*," "*research*," etc., without an explanation as to what this involves

▶ Use abbreviations or technical terms without an explanation

▶ Describe personal characteristics

    ▶ Example: "*Deals with the public and must have a pleasing personality at all times.*"

Assigned Work Activities – Things to Remember

Do not draw conclusions by giving an opinion on how difficult or how important the duties are.

Refer to the State HR, *Glossary of Classification Terms* for proper context and usage of terms (e.g. "administers", "directs", "leads", or "supervises" etc.).

Assigned Work Activities - Outcomes

▶ Outcomes describe the expected results of work performed

▶ Outcomes can be multi-tiered and impact different levels of the organization depending on the nature, scope and level of work performed

Impact:	Individual	Individual/Unit	Division/Organization	Statewide
Outcome Level:	Initial Output >	Immediate Outcome >	Intermediate Outcome >	Ultimate Outcome

Assigned Work Activities - Outcomes

Developing Outcomes			
Steps:	***Example***	**Outcome Level**	**Impact Level**
…what action…	*Provides primary customer and desktop end user support for local and regional area IT Systems…*	**Activity**	**Employee**
…will achieve what result(s)…	*… customer desktop and reported system incidents are resolved for end users…*	**Immediate Outcome**	**Unit/Department**
…so that…	*…employees in the registration division provide accurate and timely online registration services for customers…*	**Intermediate Outcome**	**Division**
…so that…	*…agency customers receive timely and accurate license registration services.*	**Ultimate Outcome**	**Agency/State**

Assigned Work Activities - Example

Duty:

Provides primary customer and desktop support for local and regional area IT Systems.

Assigned Work Activities - Example

Task(s):

▶ *Diagnoses and resolves reported system incidents for end users within the assigned geographic area*

▶ *Installs and configures hardware such as computers, monitors, mice, keyboards, printers, switches, and wireless access points*

▶ *Troubleshoots software issues*

Assigned Work Activities - Example

Outcome:

This position resolves reported system incidents or other IT end user issues so that employees in the registration division provide accurate and timely online registration services for customers.

Assigned Work Activities - Example

Duty:

Provides primary customer and desktop support for local and regional area IT Systems.

Task(s):

▶ Diagnoses and resolves reported system incidents for end users within the assigned geographic area

▶ Installs and configures hardware such as computers, monitors, mice, keyboards, printers, switches, and wireless access points

▶ Troubleshoots software issues

Outcome:
This position resolves reported system incidents or other IT end user issues so that employees in the registration division provide accurate and timely online registration services for customers.

Assigned Work Activities – Essential Functions

Essential Functions are:

▶ Primary, fundamental, crucial job duties performed

▶ Duties/tasks that must be performed with or without a reasonable accommodation

▶ Completed duties/tasks, not how the duties/tasks are completed nor how frequently they must be completed

Essential Functions are not:

▶ Marginal functions, which are nonessential, minimal, or borderline duties that are required of the position, but not the reason the position exists

Assigned Work Activities – Essential Functions

Use the following criteria to determine if a function is essential:

▶ The position exists to perform the identified function or task

▶ There are only a limited number of employees who can perform the function or task

▶ The function is specialized and incumbents are hired for their ability to perform the function

▶ Essential functions may be duties or tasks or both

▶ Only underline the duty and task statements that describe the essential functions of the job

Problem Solving

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

This section identifies the position's most complex or challenging issues, states how the issues are resolved, and indicates the frequency with which those issues occur.

Problem Solving

Measures nature and complexity of problems solved. The four elements to consider are:

▶ Depth of analysis

▶ Nature of the problems to be solved

▶ Complexity of the data

▶ Extent of creative thinking

Problem Solving

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**

Complex/Challenging Issues:

▶ Describe 3 or 4 of the most complex or challenging issues resolved

Problem Solving

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**

How Resolved:

▶ Explain how the issue would be resolved and list key interactions

Problem Solving

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**

Frequency:

▶ List the anticipated frequency (daily, monthly)

Problem Solving – Example
Information Security Policy and Training Analyst

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
Improve Information Security and Disaster Recovery Program materials.	*Obtain input from team members, program security staff and others.*	*Continuously*
Addressing gap areas in training needs on Information Security.	*Procures or acquires already established training where possible; develops Information Security training as needed utilizing standard agency tools and course delivery methods.*	*4-5 times per year*

Decision Making

Decision Making
What duties are performed that require the position to make choices, determinations or judgments?
Which decisions are sent to the next level of supervisor/manager or technical authority for recommendation/decision?

- ▶ Determines the position's decision making responsibility
- ▶ Describes which decisions are sent to the next level of supervision for approval

Decision Making - Example

Required Choices, Determinations or Judgements

"Defines, analyzes and solves data ingestion problems, including identifying and testing solutions and evaluating the outcomes. Once tested and evaluated, the position implements the best solutions."

Position Description Form

Decision Making - Example

Decisions Sent to Higher-Level

"*After consulting with customers and assessing business needs, the position obtains approval from the Project Manager on developing data ingestion hardware or software requirements or enhancements.*"

Position Description Form

Decision Making - Example

Required choices, determinations or judgements

Decision Making
What duties are performed that require the position to make choices, determinations or judgements? **Defines, analyzes and solves data ingestion problems, including identifying and testing solutions and evaluating the outcomes. Once tested and evaluated, the position implements the best solutions.**

Which decisions are sent to the next level of supervisor/manager or technical authority for recommendation/decision? **After consulting with customers and assessing business needs, the positions obtains approval from the Project Manager on developing data ingestion hardware or software requirements or enhancements.**

Potential Impact of Results

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

Identifies and describes the:
- ▶ Level of effect of work on others
- ▶ Nature of personal contacts
- ▶ Degree of impact of work on others

Potential Impact of Results

- Work setting

- Scope of communication

- Working environment

- Nature of initial contact

- Degree of difficulty in communicating with contact

Potential Impact of Results

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. *The position's work directly impacts the agency-specific time and leave system. Problems with this system prevent staff from accurately entering time and attendance.*

Who is impacted and what is the **degree of impact**?

▶ "Who" might be the end-user, entire division, etc.

▶ "Degree" illustrates the effects of impact

Potential Impact of Results

What –

▶ Single users

▶ Single users or multiple departments

▶ Organization-wide or multiple agencies/institutions

▶ State wide systems that collect revenue

▶ Statewide systems that distribute funds

Potential Impact of Results - Example

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

Anomalies in the time and leave system have the potential to create paycheck errors for up to 1200 employees agency-wide.

What is impacted?

▶ Dollars, processes, larger systems, etc.

▶ Impacts may range from a single unit all the way to Washington Citizens

In this example, the impact is on paychecks

Financial Dimensions

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.

- Few IT positions in state government have direct control over expenditures

- This section may or may not apply to all IT positions

Financial Dimensions - Example

▶ *"All expenditures require approval and signature by immediate supervisor."*

▶ *"Responsible for purchasing computer equipment up to $25,000."*

Lead Work/Supervisory

Lead Work/Supervisory Responsibilities		
Lead Position: Yes ☐ No ☐ Supervisory Position: Yes ☐ No ☐	☐ Assigns Work ☐ Instructs Work ☐ Checks Others' Work ☐ Plans work ☐ Evaluates Performance ☐*Takes Corrective Action ☐*Hires ☐*Terminates (*Has the authority to effectively recommend these actions.)	
List Class Title and Working Title of Position(s) Supervised		**If Part Time, What %**
		Part Time %.
		Part Time %.
		Part Time %.
		Part Time %.
		Part Time %.
		Part Time %.
Add information that clarifies this position's lead or supervisory responsibilities.		

Lead Work Supervisory - Examples

Lead worker:

There is a designated lead position in the work team responsible for regularly assigning, directing and monitoring the work of others as well as providing training and guidance for the unit.

Not a Lead worker:

This position occasionally directs the work of a project team or acts as lead subject matter expert for ABC software or application.

Supervisor:

Directly supervises four professional level IT positions, the highest of which is at the senior level.

Working Relationships

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)

This section identifies any Continuity of Operations Plans Designation, commonly referred to as COOP. This relates to disaster or emergency recovery.

Qualifications

Qualification – Knowledge, Skills and Abilities	
Required Education, Experience or Certifications	Application (why each qualification exists)
Desirable/Preferred Education, Experience or Certifications	Application (why each qualification exists)
List the competencies (knowledge, skills, abilities and behaviors) and a description of each that are necessary to successfully perform the work of the position.	

Qualifications

This section describes:

▶ The knowledge, skills, abilities, behaviors, experience and education required

▶ The criteria used to evaluate individuals in a recruitment or layoff situation

▶ The reason the qualification is needed to perform the work

Qualifications

This section is divided into three subsections:

▶ Required Education, Experience or Certifications

▶ Desirable or Preferred Education, Experience or Certifications

▶ The Competencies needed to perform the job

For both required and desirable qualifications, the second column, titled Application, is for you to explain why the qualification exists.

Qualifications

The following questions may help differentiate between desired and required:

▶ Why is the qualification needed to do the work?

▶ What training and experience best prepares someone to work in this position?

▶ What licenses, certifications, or legal requirements pertain to this position?

▶ What must someone in this position be willing to do (i.e. working conditions)?

Qualifications - Examples

Qualifications – Knowledge, Skills and Abilities	
Required Education, Experience or Qualifications	Application (why each qualification exists)
At least one year of IT supervisory or lead experience.	*The position supervises seven IT employees.*
Bachelor Degree in Computer Science	*Oversees a unit of employees that perform a wide range of duties spanning multiple IT job families. Must have knowledge of a wide variety of principles, theory and best practices to resolve problems and develop strategies for unprecedented issues.*

Qualifications - Competencies

List the competencies (knowledge, skills, abilities and behaviors) and a description of each that are necessary to successfully perform the work of the position.

- *Advanced knowledge, skill and ability in providing IT technical desktop support for academic programs/classes on campus.*

- *Skilled in training both faculty and students in using current technologies.*

▶ Competencies include the Knowledge, Skills, Abilities and Behaviors (KSA's) required to perform the job

▶ The number, type and level of competencies depends on the nature and complexity of the work duties

Special Requests/Conditions of Employment

Special Requests and Conditions of Employment
Examples: Must possess valid drivers' license and good driving record. Must successfully pass a criminal background check.

Use this section to highlight post-employment conditions or qualifications. Example:

"License X must be obtained within six months of employment."

Working Conditions

Working Conditions	
Work Setting, including hazards	
Schedule (i.e., hours and days)	
Travel Requirements	
Tools and Equipment	
Customer Relations	
Other	

This section describes the conditions under which employees agree to work.

Acknowledgement of Position Description

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	Supervisor's/Manager's Signature (required)
Enter a date.	**Enter text.**
Date	Appointing Authority's Name and Title
Enter a date.	**Enter text.**
	Signature (required)
	Enter text.
As the incumbent in this position, I have received a copy of this position description.	
Date	Employee's Signature
Enter a date.	**Enter text.**

Submitting the IT PD

▶ Ensure the supervisor, appointing authority and employee all sign

▶ Use the naming convention designated on the form: [Agency/HE Institution]_IT_[Position Number]_[Date: YYMMDD]

   ▶ Example: DSHS_IT_0480_170130

▶ Send the completed IT PD to the agency/institution HR office for processing

▶ Position details are to be completed by the agency/institution's HR Office

Resources

[IT Position Description Form](#)

[IT Position Description Guide](#)

[IT Position Description Tips](#)

[Action Verbs](#)

[Essential Functions Guide](#)

[Glossary of Classification Terms](#)

[Continuity of Operations Plans (COOP) Designation](#)

[Job Family Descriptors](#)

Position Description Form

Thank you!