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 Enter text.	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) Enter text.
Project Title (if applicable) Enter text.	Assignment Pay Dual Language ☐ Other ☐ Enter text.
Incumbent's Name (If filled position) Charlie Parker	Address Where Position Is Located (Duty Station) **Olympia Bldg.**
Work Schedule Part Time ☐ Full Time ☒	HR Approved Overtime Eligible Yes ☐ No ☒
Position represented by a Master Agreement: Yes ☐ No ☒ If **yes**, list Master Agreement: Choose Agreement.	Position has an approved In-Training Plan: Yes ☐ No ☒ If **yes**, attach Position Description for each In-Training Level
Supervisor's/Manager's Name and Title Enter text.	Supervisor's/Manager's Phone Enter text.
Date Completed **6/5/2017**	Date Previous Position Description Approved **10/15/2015**
Primary Job Family (select one) **7. Network and Telecommunications**	Secondary Job Family (select one, if applicable) **10. Systems Administration**

Organizational Structure (Attach an organizational chart.)
Summarize the functions of the position's division/unit and how this position fits into the organizational structure.
The IT Network Administration is responsible for the architectural design and engineering of the agency enterprise network infrastructure in support of over 1,200 employees and five separate Local Area Networks (LAN) throughout the state.

Position Objective
Describe the main purpose of the position and the type and nature of the work performed.
The Network Administrator provides leadership and serves as the expert-level consultant for network infrastructure and related issues. Has primary responsibility for analyzing, designing, installing, configuring, maintaining and repairing network infrastructure and application components. Performs highly complex tasks in support of systems that impact agency's network infrastructure and connectivity to the State Government Network. This position supervises a team of IT staff and serves as the technical mentor for all IT staff on network design, installation, configuration, security and management.

Assigned Work Activities (Duties and Tasks)

Network Administrator

Serves as agency expert and performs highly complex tasks to support systems that impact the agency's network infrastructure and connectivity to the State Government Network. This position is responsible for resolving all issues related to network connectivity, data recovery and data center operations. Provides expert level consultation regarding network engineering to include all WAN and LAN technologies. Independently configures, supports and enhances high risk and impact, network infrastructure systems and equipment to include routers, aggregators, switches and WiFi controllers and firewalls for all facilities agency-wide.

Monitors the operational status of mission-critical enterprise WAN and LAN circuits, and connected routers, switches, and appliances for all programs and facilities agency-wide. Reviews network security logs and analyzes network usage to anticipate, troubleshoot and resolve complex enterprise network related issues such as security violations, network outages and critical equipment failures. Generates usage and statistical information as needed. Ensures all required documentation regarding the agency's network architecture, design and configuration is maintained for all agency network devices, and WAN and LAN circuits.

Conducts capacity planning to determine agency-wide needs and make recommendations. Implements plans, procedures, and quality improvement efforts for wide area network (WAN), local area Network (LAN) and network security for all programs and facilities agency-wide to include the purchase of equipment, configuration, installation and maintenance to ensure optimal network effectiveness and efficiency.

Serves as agency point of contact with vendors, other agencies and outside organizations for network issues.

Implements disaster recovery plans for mission-critical WAN and LAN circuits for all programs and facilities agency-wide.

Serves as agency representative to agency stakeholder committees related to network administration.

Develops, recommends and implements enterprise level system upgrades and mission-critical hardware refreshes.

Maintains professional knowledge and expertise on technologies related to network administration.

Agency Data Center

Provides day-to-day management of agency data center.

Provides expert technical advice concerning server management and allocation of disk storage.

Develops and implements schedules and processes for maintenance and replacement of server equipment including power supplies, hard drives, fans, system boards, removable media, and expansion cards or hardware.

Monitors data center environmental conditions including air conditioning, uninterruptable power supply (UPS), physical access and safety.

Supervisor

Hire, train, mentor and coach subordinate staff.

Develop and maintain position description forms.

Responsible for performance management tasks including individual development plans for staff, timely performance and development plan expectations and evaluations, and corrective progressive discipline.

Approves leave and ensures adequate staffing on a day-to-day basis for effective operations and staffing for network related projects.

Other duties as assigned.

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 Disaster Recovery Plan documentation to include network devices, circuits, and vendor information and topology diagrams for all facilities agency-wide.	Coordinate with and obtain input from CTS and vendors that provide services. Provide up to date information and documentation to the Information Services Disaster Recovery Coordinator.	Continuously
During network outages, WAN and LAN service are interrupted. Outages may last from hours to days. Need to address "single point of failure" gap.	Establish failover/redundant network circuits at agency facilities. Coordinate with and obtain input from CTS, team members, and affected service providers. Ensure failover circuits are provided by different vendor than primary circuits, and are compliant with agency and CTS security policies and standards.	Every 1-3 months, can be more frequent.
Server management.	Allocate and reallocate file space including virtual server environment, troubleshoots equipment failures.	Continuous
Tape backup.	Manages agency-wide backup processes including robotic tape libraries for all facilities and coordination of electronic data transfer to the state Digital Archives; review to ensure backups and data transfers happen properly and rerun if necessary.	Tape backups occur daily; electronic file transfers occur monthly.

Decision Making

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

Is the highest level of authority responsible for resolving all issues related to network connectivity, data recovery and data center operations. As a supervisor, performs evaluations and management of staff work flow, schedules and other staff management responsibilities.

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

Purchase of equipment or maintenance services that exceeds $5,000. Decisions where a problem with the data center operations results in a negative impact to other IT operations such of website, general business operations or customer systems connectivity failures.

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.

Citizens may not have immediate availability to services and referrals to services managed by other organizations. Requests for services can be made by telephone; however that can delay the effect of the services by up to 48 hours as they still must be manually entered into the system.

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

A network failure may result in the inability to process billing, account payables, payments for client contracted services and reduced or inability to communicate using network systems such as secure messaging and general email.

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.

Ability to authorize $5,000 in expenditures and contracted services without addition authority.

Lead Work/Supervisory Responsibilities

Lead Position: Yes ☐ No ☒	☒ Assigns Work	☒ Instructs Work	☒ Checks Others' Work
Supervisory Position: Yes ☒ No ☐	☒ 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 %
IT Data Management – Entry	**100%**
IT Network & Telecommunications – Entry	**100%**
IT Support Technician 2	**100%**
Office Assistant 3	**100%**

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.

Responsible to independently manage program components and supervise four staff. Works collaboratively with other IT Management staff to coordinate services and system issues.

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.*

Responsible for the system backup and recovery services for continuity of operations.

Qualification – Knowledge, Skills and Abilities	
***Required Education*, Experience or Certifications**	**Application (why each qualification exists)**
Bachelor's Degree in Computer Science or Equivalent	**Must have the knowledge of various systems and how each interacts in the IT services environment.**
Four Years' Experience in Systems Network Management	**Experience working with LAN/WAN data network, digital circuits, CISCO routing and switching, Microsoft Hyper-V, and customer support services.**
Cisco Certified Network Associate	**Must have a minimum level knowledge of CISCO systems in order to perform the basic skills of this position.**
One Year Supervisory Experience	**Experience is required as supervising subordinate employees is a component of this position.**
***Desirable/Preferred* Education, Experience or Certifications**	**Application (why each qualification exists)**
Certified Network Administrator	**A higher level knowledge of Network Systems will allow the employee to perform the expert level skill requirements of this position.**
Cisco Certified Network Professional	**A higher level knowledge of CISCO systems will allow the employee to perform the expert level skill requirements of this position.**

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

Ability to perform work at an expert level to:
- Create, modify and analyze configurations for data, voice and video networks using highly complex protocols and solutions such as BGP, EIGRP, OSPF and MPLS;
- Manage Active Directory objects and permissions as well as creating and modifying Group Policy using Microsoft PowerShell;
- Troubleshoot software issues with applications such as Microsoft Windows, MS Office, Linux, Sun Java, and SQL;
- Configure, install, maintain, and troubleshoot Cisco Switches;
- Participate in state wide network projects;
- Direct and coordinate system testing and other testing depending on system complexity, risk and impact;
- Configure LAN, WAN, and long haul data networks; coordinate and direct the implementation of network facilities with multiple vendors, external and internal customers;
- Coordinate and direct multiple divisional teams and vendors with steps necessary to facilitate the corrective action to solve highly complex, multi-network issues within the state networks;
- Manage redundant backup systems; and
- Effectively manage staff to ensure system peak performance.

Special Requests and Conditions of Employment

Examples: Must possess valid drivers' license and good driving record. Must successfully pass a criminal background check.

Must have a valid driver's license and be willing to drive own vehicle if state vehicle is not available. Mileage will be reimbursed in accordance with SAAM rules.

Working Conditions

Work Setting, including hazards	**Professional configured cubical office environment with servers located in an adjacent restricted access server room with specialized fire suppression system.**
Schedule (i.e., hours and days)	**Monday through Friday, 7-4 daily.** **Overtime Exempt and may be required to work evening and weekends to resolve system failure issues. Work hours may be adjusted as required.**
Travel Requirements	**Local travel only to work with IT services customers and serve on committees.**
Tools and Equipment	**All forms of IT equipment, and general office equipment.**
Customer Relations	**Must be professional and accommodating as appropriate to work with resolving customer issues.**
Other	

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.

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 ☐ No ☐	Position Type (Employee Group): Enter text.	EEO Category: Enter text.
Employee Sub-Group: Enter text.	Position Retirement Eligible: Yes ☐ No ☐	Position is: Funded ☐ Non-Funded ☐	Workers Comp. Code: Enter text.
County Code: Enter text.	Business Area: Enter text.	Personnel Area (FEIN): Enter text.	
Position Eligible for Telework Yes ☐ No ☐		Positon Eligible for Flextime Yes ☐ No ☐	
Position Eligible for Compressed Workweek Yes ☐ No ☐		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.