



IT Position Descriptions & Classification

January 17, 2019

Purpose of New IT Position Description (PD)

- ▶ The IT PD is designed to:
- ▶ Identify the **job family** that is the primary focus of the position's work
- ▶ Convey the position's **technical functions, problem solving, decision making and level of accountability and impact**
- ▶ Correlate the **knowledge, training, education and skills (qualifications)** needed to successfully perform the technical work of the position

How does an IT PD differ from a regular PD?

- ▶ An IT PD identifies a primary and secondary job family
- ▶ Focuses on the technical need of the position and the **technical knowledge, skills and abilities needed to perform the work**
- ▶ Considers the **position's focus and essential functions** rather than majority of work (51%) to determine position's allocation
- ▶ Includes specialized skills needed to perform technical work
- ▶ Considers **decision making, problem solving, accountability and scope of impact**

Job Family Descriptions

Job Family	Class Series Concept
Definition and common positions in each family	Combines all “families” in one class series.
IT Worker or IT User	IT positions perform professional information technology work
Examples: IT Worker may design, develop, configure, test, implement technical requirements/systems	Positions non-technical in nature perform information technology-related work or use technology to accomplish tasks
IT User may use specialized software to accomplish the work	
IT Para-Professional supports the work of IT Professionals and requires less formal training, education, experience	

Job Family Descriptions

Job Family	Job Class Specification
Identifies functional competencies: knowledge, skills and abilities required to perform the work	Definition describes level of each job class
IT Position Evaluation Tool rates job factors most important for differentiating levels of work	Typical work statements give an idea of the work performed
Considers industry standards and best practices and existing state compensation factors	
Team of IT & HR Professionals review and rate the level of work using the IT Evaluation Tool	

IT Evaluation Tool Determines Level of Work

- ▶ Technical know-how - the technical knowledge required to perform the job
 - ▶ Baseline understanding; fully competent; advanced knowledge; mastery (strategic)
- ▶ Scope of responsibilities - how much and how wide
 - ▶ Single system area; multiple components/integration; multifaceted organization-wide
- ▶ Impact - impact of error
 - ▶ Single system area; multiple departments; organization-wide; critical system
- ▶ Problem-solving - level of evaluation and analysis required to resolve issues
 - ▶ Minor with oversight; contributory; independent; single point of failure (no other position can perform the work)

Guiding Principles: The IT PD should:

- ▶ Identify why the position exists and how it links to the mission
- ▶ Describe actual work performed
- ▶ Identify essential functions (underlined)
- ▶ Be clear and concise
- ▶ Use common terms
- ▶ Define acronyms
- ▶ Show where the position fits in the organizational structure
- ▶ Convey level of decision making, accountability and scope of problem solving

Be able to convey technical expertise and level of responsibility

- ▶ What are the primary duties?
- ▶ What specific systems/applications, equipment, materials are used to carry out the job?
- ▶ What problems are encountered and how are they solved?
- ▶ What is the level of involvement with other positions?
- ▶ What level of supervision is provided?
- ▶ Who reviews assignments and how often?
- ▶ Does this position lead, supervise or provide guidance to others?
- ▶ What are the desired outcomes of assigned tasks?

Level of problem solving

- ▶ What is the depth of analysis required?
- ▶ What is the nature of problems needed to be solved?
- ▶ What is the complexity of the data?
- ▶ What extent of creative, independent thinking is involved?
- ▶ Emphasize the level of complexity, special challenges, and how problems get resolved.

Decision making

- ▶ What choices, determinations or judgments are required?
- ▶ What decisions can be made independently?
- ▶ What decisions require approval?
- ▶ What kind of approval?
- ▶ Is approval required to advance to the next step or simply sign off on a completed project?
- ▶ Does the position make financial decisions or allocate resources?

Level of accountability

- ▶ What is the potential impact of results?
- ▶ How does it affect others?
- ▶ Is there a safety risk?
- ▶ Will public services be delayed or critical functions be at risk?
- ▶ Do functions impact a single workgroup or system?
- ▶ Do functions impact an entire agency or affect multiple systems?

Qualifications

- ▶ What knowledge, skills and abilities are needed to perform this work?
- ▶ What training and experience prepare someone to perform the duties of the position?
- ▶ Are specialized technical skills required?
- ▶ Is a technical degree required?
- ▶ Will on-the-job experience substitute for education?