## INSTRUCTIONS FOR COMPLETING A POSITION DESCRIPTION QUESTIONNAIRE (PDQ)

# <u>IMPORTANT</u>

In order to be considered for review, a position must have undergone **substantial change** since the last time it was reviewed. A request for review may be made by an employee or agency management. Requestors must document and explain how the job has changed in order for the request to be processed for review. **Falsification or misrepresentation made in regard to any information submitted may lead to discipline up to and including discharge.**

**ALL REQUESTS FOR POSITION REVIEW MUST INCLUDE:**

- **NEW POSITION DESCRIPTION QUESTIONNAIRE (CFN 552-0094)**
- **PREVIOUS POSITION DESCRIPTION QUESTIONNAIRE, IF RECLASSIFICATION IS REQUESTED**
- **CURRENT ORGANIZATION CHART**

If all sections are not completed, the request will be returned.

Do not complete the boxes marked "FOR DEPARTMENT OF PERSONNEL USE ONLY" OR "FOR AGENCY USE ONLY."

Items 1-3  Enter employee name (or "Vacant"), 18-digit #, department, division, bureau, section and work address.

Items 4-5  Indicate the hours and days normally worked. If 40 hours a week, check the "Full-time" box. If less than 40 hours a week, check the "Part-time" box and enter the number of hours usually worked each week.

Item 6  If new duties have been assigned (not just more of the same) since the position was last reviewed, mark the "Yes" box. In addition, mark each NEW duty with an "X" in the "Work Performed" section of the PDQ.

Item 7  Enter the title of the job classification you believe is correct for the position.

Item 8  Enter the name and job classification of the supervisor (the person who gives work assignments and evaluates performance).

Item 9  Provide a clear and complete description of WHAT duties are performed and HOW they are performed. In your own words, describe the duties that are permanently assigned to you. **If you simply copy statements from the class descriptions or classification guidelines, the request will be returned.**

- Outline the various tasks involved in the job.
- List first the recurring or more important tasks that are performed, followed by those that are less frequent or less important.
- Estimate, where possible, the percent of total time or number of hours spent on each task in a work week.
- Avoid vague words such as "assist", "direct", "assign", etc. Always explain WHAT duties are performed and HOW they are performed. Use examples.
- Attach forms used in the performance of your work if they help explain the task.
- Describe what <u>this</u> position does, not the work done in the entire work unit.
- **Use Additional Sheets If Necessary**

Items 10-14  Answer or comment as directed on the PDQ.

Item 15  The Americans with Disabilities Act (ADA) prohibits discrimination on the basis of disability against <u>qualified</u> (meeting the qualifications of a class) individuals with disabilities. Therefore, supervisors must determine the <u>essential functions</u> of the position. An essential function is defined as one that an individual must be able to perform, with or without reasonable accommodations, in order to hold the position. Refer to the <u>Supervisors and Managers Manual,</u> Section 3.15, for more detailed information on essential functions.

Items 16-17  Answer or comment as directed on the PDQ

CFN 552-0094-4 R 7/01

| FOR AGENCY USE ONLY | FOR IDOP USE ONLY |
|---|---|
| **M-5#:** | **PDQ #:** |
| **X**   **New Position** | **Class Title:** |
|   **Position review requested** | **18 Digit Position #:** |
|   **No position review requested** | **Personnel Officer:** |
|   **Response to IDOP request** | **Date:** |

| | |
|---|---|
| **1.**   **Name of employee (if none, write VACANT)**<br>VACANT | **2.**   **Current 18-digit position # and Class Title** |

**3.**   **Department, Division, Bureau, and Work Address**
Department of Administrative Services - Information Technology Enterprise
Hoover Building, B level
Des Moines, IA  50319

| | |
|---|---|
| **4.**   **Hours worked (shifts, rotations, travel)**<br><br>8:00 am to 4:30 pm, Monday through Friday | **5.**   **X**   **Full-time (40 hours per week)**<br><br>  **Part-time (list number of hours per week):** |

**6.**   **Have the assigned duties changed since this position was last reviewed for a classification decision?**     Yes     No
If yes, pace an "X" beside each NEW task written below.  Also describe in detail how those tasks are different from those previously assigned.

| | |
|---|---|
| **7.**   Classification requested<br>Executive Officer 2 | **8.**   Name and job classification of the immediate supervisor.<br>Mark Uhrin, Information Technology Administrator 4 |

**9.**   **Description of Work Describe the work in detail.  Make the description so clear that the reader can understand each task exactly.  In the Time/% column, enter the percent of time spent on each task during an average work week.  List the most important responsibility first.  If this is a reclassification request, the previous PDQ must be attached. The PDQ will be returned if any section is incomplete.**

| Time % | Work Performed |
|---|---|
| 35% | **X IOWAccess Program Manager –** IOWAccess is a state-funded program established by the Iowa Legislature within the Department of Administrative Services for the purpose of creating, supporting, and promoting e-Government applications that provide electronic access to government information and services (federal, state, and local) to the citizens of Iowa. In addition to receiving an annual legislative appropriation, IOWAccess collects value-added service fees from the sales of records and other services. All IOWAccess program activities, including the salary for this position, is paid from the IOWAccess Revolving Fund established in Iowa Code §8A.224.<br><br>Under general administrative direction from the Director of the Department of Administrative Services (DAS) and the Chief Operating Officer of the Information Technology Enterprise (ITE), this position is the manager (non-supervisory) of the IOWAccess program. As such, this position is responsible for implementation and compliance with Iowa Code §§ 8A.221 – 224 and Iowa Code §8A.205 - Digital Government as it applies to the electronic commerce, electronic government, and internet applications comprising IOWAccess.<br><br>The IOWAccess Manager analyzes a variety of information (e.g., state and federal laws, rules or regulations) and recommends solutions for resolving IOWAccess program/project administration problems. This position develops guidelines for the development of service level agreements for IOWAccess funded projects, ensuring compliance with Iowa Code §§ 8A.205 - Digital Government and 8A.207 - Procurement of Information Technology; Iowa Code Chapter 8E – Accountable Government Act, Iowa Code Chapter 22 – Open Records law, and Iowa Code Chapter 305 – Records and Archives Act and the associated Iowa Administrative Code Chapters; and all applicable federal and state statutes and guidelines for web accessibility for persons with disabilities.<br><br>This position is responsible for developing the annual IOWAccess Purchasing for Results budget offer; determining and coordinating the required technological resources in collaboration with ITE administrators; writing and distributing monthly status reports and an annual report; auditing, reconciling and distributing detailed monthly financial reports; and coordinating billing codes, authorizing expenditures, and managing the IOWAccess Revolving Fund. This fund typically has over three dozen active, authorized e-Government projects totaling in excess of $3 million and an average balance of $5.5 million, equal to about 25% of the average annual budget of the Information Technology Enterprise. |

| | |
|---|---|
| 35% | **X IOWAccess Program Coordination** - This position provides coordination between the IOWAccess Advisory Council and the Department of Administrative Services, the Technology Governance Board, and governmental entities at the federal, state and local levels. The IOWAccess Manager provides administrative support to the IOWAccess Advisory Council and coordinates the agenda and presentations at for the IOWAccess Advisory Council bi-monthly meetings.<br><br>The IOWAccess Manager must coordinate all aspects of the IOWAccess program with the Director of DAS, ITE administrators and employees, and governmental entities in the Executive, Judicial, and Legislative branches of state government and local government throughout Iowa. This position must develop and oversee procedures for seeking IOWAccess funding (consistent with the program goals), prepare project and financial reports; and assisting state agencies with approved IOWAccess finding in obtaining reimbursement for funded project activities; and must maintain working relationships with internal DAS work units, the IOWAccess Advisory Council, community groups and other state, local, or federal agencies. The IOWAccess Manager maintains contact with businesses, interest groups and other public/private organizations through written business communications (reports, letters, memos and position papers) and makes oral presentations.<br><br>This position serves in a leadership capacity in coordinating activities between DAS Administrators, the IOWAccess Advisory Council, and representatives from the community, business, politics and service providers; and collaborates with DAS administrators on all management matters in order to resolve operational problems and validates supporting justification for equipment, budget, and technical staff for funding requests from governmental agencies. |
| 20% | **X Development of Digital Government Projects and Services** – The IOWAccess Manager is responsible for developing and coordinating multiple project plans consistent with the mission of the IOWAccess program. This position will manage the required processes for developing project plans, statements of work, memoranda of understanding, 28E agreements, Requests for Proposals, Requests for Information, or Invitations to Bid in response to IOWAccess program business requirements. This position is responsible for developing business strategies to promote the use of IOWAccess services and provide for the ongoing updating and enhancement of services. The IOWAccess Manager must proactively build superior customer relationships with client agencies and effectively manage those relationships in effort to identify emerging project opportunities and lead efforts to deliver those projects in a timely manner. This requires a client-development orientation and strong information technology background; and knowledge of a broad range of current and emerging information technology including the software, operating systems, databases, networking, and hardware comprising the DAS information technology infrastructure that can be leveraged against customer requirements. |
| 10% | **X Digital Government Services Coordination** – The IOWAccess Manager must maintain current knowledge of information technology industry trends, particularly as they relate to e-Government. The coordinator is the point of contact for all inquiries about IOWAccess program projects, funding, and development activities. The IOWAccess Manager must provide guidance, coordination, training, and assistance to appropriate personnel concerning customer requirements and priorities. This requires knowledge of business process analysis methods and techniques of information technology systems analysis, design and development. It also requires knowledge of governmental processes, an understanding of the business processes of a wide array of governmental entities, and ability to track multiple medium to large complex projects spanning multiple functional areas. |

10. Do you consider your position to be supervisory? Yes ☐ No ☒ **X** If yes, complete the <u>Supervisory Analysis Questionnaire</u> form (CFN 552-0193) and attach to this form.

11. For what reason(s) are you requesting that your position be reviewed. Include, if applicable, significant changes or additions to duties, comparison(s) with other position(s), etc. Be specific. Attach additional sheets, if necessary.

New position.

I certify that I have read the instructions for the completion of this questionnaire, that the answers are my own, and that they are accurate and complete. I understand that falsification or misrepresentations made in regard to any information submitted may lead to discipline up to and including discharge.

Signed _____ _____

(Incumbent Employee)                                                            (Date)

If you have not been notified by your department's management of their decision to support or deny this request within 30 days, you may send this request directly to IDOP for review. Address it to: Administrator, Customer Service Division, Iowa Department of Personnel, Grimes Building, East 14th & Grand, Des Moines, Iowa 50319-0150.

## SUPERVISOR REVIEW OF POSITION DESCRIPTION QUESTIONNAIRE

This section must be completed within 30 days after the PDQ is received from the employee. The employee must be notified of the decision to support or deny the request. Regardless, the request must be forwarded to IDOP. This PDQ will be returned if any section is incomplete. Attach additional sheets, if necessary.

12. Indicate to what extent, if any, the statements on this form are, in your opinion, not correct or need clarification.

All statements are correct.

13. Describe the origin of new duties, i.e., those marked with an "X" in item 9. If new duties have been added, where were they performed prior to being assigned to this position? Are these duties performed by anyone else? If so, identify the person(s) and the position classification of their positions.

This is a new position and it is not a duplication or extension of an existing position. IOWAccess is a critical, high profile e-Government program within the Department of Administrative Services. The increasing importance of e-Government and growing portfolio of web applications and services available through IOWAccess require a full time program manager to ensure its successful ongoing operation. Those digital government (e-Government) applications and services requires coordination between IT Administrators, State Agency Business Managers, IT Technical Staff, IowAccess Advisory Council Members, and a wide variety of governmental entities. This involves active management of IOWAccess and the IOWAccess revolving fund totaling in excess of $2.5 million.

14. What is the basic purpose of this position?

This position is responsible for the coordination and management of the IOWAccess program and the identification, funding, development and deployment of highly functional, innovative digital government applications. This position requires the ability to build and manage superior customer relationships, to identify project opportunities, and obtain customer commitment for ITE to build and deliver on those projects. This person must facilitate between ITE, the IOWAccess Advisory Board, and various governmental entities and effectively market digital government services. This position requires a strong information technology background and management.

15.    Identify the essential functions that must be performed by the incumbent, with or without reasonable accommodations for disabilities.  Identify any certifications or licenses that are required.  Refer to the instruction sheet and Section 3.15 of the Managers and Supervisors Manual for more information on essential functions.

- Maintaining knowledge of a broad range of current and emerging information technology including software, operating systems, telecommunications, database, and hardware available to be applied to agency needs.

- Maintaining knowledge of business process analysis methods and techniques of systems analysis, design and development, as required in designated positions.

- Maintaining knowledge and understanding of information technology concepts and principles of internet web design; knowledge of the current laws and rules pertaining to IowAccess; and a basic understanding of the legislative and administrative rules processes, state procurement processes, and service contracting. Ability to analyze current and emerging technology to evaluate and recommend improved and potential uses.

- Coordination of IT projects, including working with multiple teams, both within the organization and within client agencies, to reach established goals, oversee project activities, budgeting, and public contact; and projecting maturity and professionalism in carrying out my assigned duties. Requires technical and business knowledge, and the ability to track multiple medium to large/complex projects spanning multiple functional areas.  Understanding of basic project management principles and structured project management methodology.

- Interaction with department directors and administrators, various interest groups, stakeholders, advisory bodies, the general public, other state employees, and contract personnel; interacting with vendors in a consistent, businesslike customer service oriented manner; writing a variety of effective informational materials aimed at appropriate audiences ranging from elected officials and legislators to State executives, employees, and the general public.

- Speaking, reading, writing, and understanding English.

- Traveling, as required.

- Maintaining proficiency with personal computer-based office suites including functions such as word processing, spreadsheets, presentation products, data bases, and other technology-based applications in generating materials useful in effective program coordination.

- Applying personal ethics, honesty, initiative, flexibility, and responsibility to effectively carry out your job duties.

- Interpreting, evaluating, and interrelating research data and business analyses for incorporation into business related decision-making.

- Maintaining knowledge of professional project management principles, practices, techniques, and tools.

- Maintaining knowledge and understanding of business research principles, processes, and techniques the ability to develop and prepare project analyses, reports, and plans.

- Conduct survey and market research using appropriate methodologies, systems, and techniques.

- Preparation and presentation of effective written or oral information for both technical and non-technical agency staff at all levels.

- Maintaining effective consultative and advisory skills.

16.     If this position is non-supervisory, is it considered to be confidentially or managerially exempt from collective bargaining?
Yes ☐    No ☒    If yes, complete the Bargaining Exemption Questionnaire (CFN 552-0631) and attach it to this form.

Signed _____      _____      _____
                 (Supervisor)                     (Title and Job Classification)         (Date)

## APPOINTING AUTHORITY REVIEW OF POSITION DESCRIPTION QUESTIONNAIRE

17.     Comments

Signed _____      _____
                        (Appointing Authority)                   (Date)

**Description of the critical job functions.**

| % of Time | Functions |
| --- | --- |
| 40% | Interacting and consulting with ITE Administrators and Staff, the IOWAccess Advisory Board; and client agencies; interacting with technical personnel and vendors in a consistent, businesslike customer service oriented manner; writing a variety of effective informational materials aimed at appropriate audiences ranging from elected officials and legislators to state agency executives, employees, and the general public. |
| 35% | Project coordination, oversight and reporting of various projects as assigned. |
| 25% | Interpreting and evaluating research and proposals for development of digital government applications and services. Developing and executing business, strategic, and tactical plans at the direction of ITE Administrators, the IowAccess Advisory Council, and client agencies. |