STATE OF MONTANA
SECRETARY OF STATE'S OFFICE
JOB PROFILE AND EVALUATION

SECTION I - Identification

Working Title: Elections Help Desk Specialist

Department: Secretary of State

Class Code Number: 151415

Division/Bureau: Elections and Government Services

Class Code Title: Computer Support Specialist

Section/ Unit: Help Desk

Pay Band: 5

Work Address:
1301 E 6th Ave.
Helena, MT 59601

Position Number: 31000
Was formerly position #66041

Phone: 444-4296

☐ FLSA Exempt

☒ FLSA Non-Exempt

Profile Completed By: Lisa Kimmet

Work Phone: 444-5376

Work Unit Mission Statement or Functional Description:

The Secretary of State is one of six executive branch officers originally designated by the Montana Constitution of 1889. The duties of the secretary of state include: interpreting state election laws and overseeing elections; maintaining the official records of the executive branch and the acts of the legislature; reviewing, maintaining, and distributing public-interest records of businesses and nonprofit organizations; filing, publishing, and maintaining administrative rules adopted by state departments, boards and agencies; attesting to the governor's signature on executive orders, proclamations, resolutions, extradition papers, and appointments; preserving the state seal; filing and maintaining records of secured financial transactions, such as liens; serving on the state Board of Land Commissioners and the Board of Examiners; and commissioning notaries public. The Secretary of State's Office is divided into five units: Elections, Business Services, Administrative Rules and Notary, Executive Services, and Records Management.

The Elections and Government Services Division is responsible for interpreting state election laws and ensuring that they are implemented uniformly throughout the state. The Division also qualifies candidates for the ballot; qualifies initiatives and referendums for the ballot; certifies the language and form of the ballot; publishes the official state voter information pamphlet; conducts the official canvass of election results; and trains local election officials. The Division files and maintains all official acts of the executive and legislative branches of state government, including laws and appointments.
Additionally, the division provides support and training to county election offices for the Montana Votes statewide voter database.

Describe the Job's Overall Purpose:

This position serves as MT Votes System Specialist and Help Desk, providing end-user support and training, and providing system analysis, troubleshooting and coordination of updates and enhancements. The statewide voter registration system (MT Votes) is a Web-delivered application for all 56 county election administrator offices in Montana. It allows counties to register eligible Montana voters and administer statewide and local elections from a central database and application. With over 250 remote users, the MT Votes help desk is a critical function to supporting elections within the Secretary of State's Office and in the State of Montana. The MT Votes System Specialist and Help Desk is responsible for ensuring that all problems reported to the help desk are ultimately resolved – whether immediately or after escalation to technical or application support, or to the change control board (Montana Election and Technology Advisory Council). This position is also responsible for ensuring that user acceptance testing occurs successfully for all items in the change management process.

This position reports to the elections deputy and does not supervise other agency personnel.

SECTION II - Major Duties or Responsibilities ***% of Time***

A. <u>MT Votes System Operations</u> <u>50%</u>

This position provides critical elections support and technical assistance for the statewide voter registration system (MT Votes) by providing accountability and administration of the system and of Help Desk operations; ensuring elections process needs and requirements from the extensive customer base of 56 counties are met; ensuring all problems reported to the help desk are ultimately resolved, overseeing the software change management process, notifying users of updated processes and functionality and training users on updated processes and functionality; and ensuring that user acceptance testing occurs successfully for all items in the change management process. This is accomplished by:

1. Provides research and analysis to establish and implement system schedules; and to predict changes and potential impacts of system modifications for a broad range of variables such as business process changes, legislative changes, system architecture changes and changes to interfaces and external entities.

2. Participates in the development of policies, rules, and laws with the user community. Provides technical knowledge of system and user business practices and provides professional guidance regarding feasibility and business impacts of system options.

3. Monitors requirement analysis and system definition work to define enhancement or modification requirements and properly implement system mandates with resources available.

4. Works with the SOS IT staff concerning the use of end user computer hardware and software, including printing, scanning and installation of peripherals.

5. Assesses the impact of system changes on users and other stakeholders by capturing business requirements and performing detailed process and application analysis; and analyzing processes that the application supports, making recommendations for continuous improvements to enable the MT Votes software vendor to deliver solutions with greater effectiveness and efficiency.

B. MT Votes Help Desk Operations 45%

This position provides critical elections support and technical assistance for the statewide voter registration system (MT Votes) by providing accountability and administration of the system and of Help Desk operations; ensuring elections process needs and requirements from the extensive customer base of 56 counties are met; ensuring all problems reported to the help desk are ultimately resolved, overseeing the software change management process, notifying users of updated processes and functionality and training users on updated processes and functionality; and ensuring that user acceptance testing occurs successfully for all items in the change management process. This is accomplished by:

1. Resolves application problems for users in person, via telephone or from remote location and providing end-user support to county election administrator staff for day-to-day operations of MT Votes; identifying and analyzing customer needs related to software components; interpreting user specifications to develop basic functional designs and identify potential issues and shortfalls; communicating processes and their implications to technical and non-technical contributors to ensure that applications accurately meet customers' needs.

2. Provides analysis, clarification, issue prioritization, and problem solving for business meetings and requirement gathering sessions with the Secretary of State's Montana Election and Technology Advisory Council (METAC), Secretary of State's IT division and MT Votes application vendor.

3. Ensures a high availability of help desk phone and e-mail coverage based on resources available in order to serve customers by coordinating schedule with business hours of county election offices, as well as coordinating with elections deputy to make sure coverage is available. During a statewide primary or general election, coordinates schedules to ensure extended availability before and after normal business hours if necessary; on-call via cell phone during critical periods to handle calls outside regular and extended hours.

4. Prioritizes customer information and software problem/enhancement requests based on severity of problem, complexity, estimated time to resolve, etc., to ensure help desk staff and other resources are working to resolve the appropriate issues. This requires communication with the customer, elections deputy, elections staff, vendor and the change control board, which monitors the formal change control process.

5. Routes all network server and other IT related issues to the IT manager or to other IT staff.

6. Manages software change process with the county change control board (METAC), the elections deputy, and the software vendor, ensuring the integrity of the testing, approval and implementation procedures; and ensuring that thorough testing of software changes have taken place and are documented before release to the county testing group, which may involve assigning items for testing to IT or elections staff.

7. Provides updates to end-users and to SOS election staff regarding functionality changes and/or enhancements to the statewide system.

8. Provides training on existing processes, and on updated functionality to end-users and to SOS election staff.

9. Manages user security rights and roles for statewide voter registration system and for peripheral systems. .

OTHER DUTIES **5%**

This position performs a variety of other duties as assigned by the election deputy in support of the agency mission and work unit objectives. This includes exchanging information with agency staff and the public; providing training, education, and professional and technical assistance; directing special projects; participating in ongoing training and educational programs; representing the SOS on multi-state working groups and committees; and performing a variety of other duties as directed. Other duties include election related projects as assigned by the election deputy.

Specific examples of problems solved, decisions made, or procedures followed when performing the most frequent duties of this position include:

Ensuring elections needs and requirements from 56 counties are met; ensuring all problems reported to the help desk are ultimately resolved; overseeing the software change management process; and ensuring that user acceptance testing occurs successfully for all items in the change management process.

Guidelines, manuals, or written procedures that support this position include:

General parameters are provided by State information technology standards, SOS operating procedures, and technical system references. This position is expected to modify or recommend alternatives to these parameters as necessary to meet specific SOS objectives. Available manuals include SOS operations manuals, MCA, ARM, and various software manuals and documentation.

Which of the duties and/or specific tasks listed under 1. (above) are considered "essential functions" that must be performed by this position (with or without accommodations)?

The following duties are considered essential functions because they require specialized expertise and skill and are the primary reasons the job exists:

- MT Votes System Operations
- MT Votes Help Desk Operations

The following mental and physical demands are associated with these essential functions:

PHYSICAL

- Lifting (less than 50 lbs.)
- Carry light items (papers, books, small parts)
- Remaining seated for extended periods of time, with occasional walking; standing; bending
- Travel within the state to project locations, and out of state travel by airline to national conferences and meetings.
- Operating a personal computer
- Communicate in writing, in person, and over the phone

MENTAL

- Deal with customers on a regular basis
- Ability to multi-task
- Demands for accuracy in all aspects of work
- Ability to meet inflexible deadlines
- Computing arithmetic operations
- Comparing data
- Compiling information
- Analyzing, Synthesizing

- Coordinating
- Negotiating
- Instructing

Does this position supervise others? **Yes** ☒ **No**

Number directly supervised: 0
Complexity level of the positions supervised:
Position Number(s) of those supervised:

This position is responsible for:

Hiring ☐ Firing Supervision ☐ Pay Level
Performance Management ☐ Promotions Discipline
☐ Other:

SECTION III - Minimum Qualifications - List minimum requirements for the first day of work.

Critical knowledge and skills required for this position:

KNOWLEDGE:

- Thorough knowledge of current PC technology and methods, including some technical experience in the application, capabilities and limitations of office automation, Windows operating systems, word processing, desktop publishing, PC database software, spreadsheets, and communications..

- Knowledge in the use, maintenance, operation and systems design for PC hardware/software and peripheral equipment

- Knowledge of the principles and techniques of office productivity software and Microsoft Office Products.

- Knowledge of Montana elections operations, business processes, rules and laws.

SKILLS:

This position requires:

- The ability to demonstrate advanced problem-solving skills.

- The ability to prioritize work and meet deadlines.

- The ability to explain moderate to complex technical issues both orally and in writing in a clear and concise manner understandable to managers and/or end users who lack technical backgrounds.

- The ability to establish and maintain a positive working relationship and rapport with fellow employees, other state agencies, customers, and the public.

- The ability to learn new software quickly with little or no assistance.

Behaviors required to perform these duties:

- **Verbal Communication:** Keeps appropriate individuals informed. Listens to others respectfully, understands or seeks clarification, and responds appropriately demonstrating tact and diplomacy. Expresses thoughts and ideas clearly. Maintains a positive work atmosphere by behaving and communicating in a manner that promotes cooperation with customers, clients, cow-workers and managers.

- **Written Communication:** Writes clearly, logically and effectively using proper style, tone, grammar, spelling and punctuation. Written work products are appropriate to the intended audience.

- **Flexible at Work:** Responds positively to changes in direction, priorities, responsibilities, personnel or assignments. Works effectively in a variety of situations and with a variety of individuals or groups. Maintains composure and displays restraint when faced with opposition, stress, or hostility from others.

- **Working with Others:** Relates to others in an open and accepting manner; is approachable. Offers and accepts opinions constructively. Adjusts to how individuals and the work unit will react. Treats others with respect. Constructively resolves disagreements. Is open to others' ideas and gives credit and recognition to others. Strives to create a positive work climate and energizes and inspires others to do their best.

- **Responsive to Work Needs:** Willing to perform different jobs, cross train, or assist wherever needed. Is aware of co-worker workload and responds accordingly.

- **Takes Action:** Takes effective and appropriate action to perform job duties without being reminded. Willingly accepts more responsibility or more work. Suggests improvements and new ideas, technologies and approaches to the workflow and Division needs. Willingly applies new and evolving ideas, methods, designs and technologies as changes arise in the office.

- **Forward Looking:** Suggests improvements and new ideas, technologies, and approaches. Willingly applies new and evolving ideas, methods, designs and technologies to work.

- **Efficiency and Focus:** Uses time effectively and prioritizes tasks. Is aware of workload and makes appropriate adjustments to meet deadlines and complete tasks. Handles interruptions or distractions and stays on task. Achieves goals.

- **Accuracy:** Ensures accuracy of work and makes corrections in a timely manner. Is conscientious and monitors own quality of work.

- **Attendance:** Arrives on time for work and demonstrates good attendance record.

- **Organizational Awareness:** Understands and follows the rules, policies and laws that govern work. Identifies key decision-makers; understands and respects the balance of authority. Acts in accordance with the State Ethics policy. Represents self and the office in a professional manner.

Education:

Check the one box indicating minimum education requirements for this position for a new employee the first day of work:

☐ No education required
☐ High school diploma or equivalent
☐ 1-year related college/voc. training
☒ Related AAS/2-years college/vocational training
☐ Related Bachelor's Degree
☐ Related Master's degree

Please specify the acceptable and related fields of study: This position requires a minimum of a 2-year Associates Degree in Business Administration, Information Technology, or related field; or an equivalent combination of education and experience.

Other education, training, certification, or licensing required (specify): none required

Experience:

Check the one box indicating minimum work-related experience requirements for this position for a new employee the first day of work:

☐ No prior experience required
☐ 1 to 2 years
☒ 3 to 4 years
☐ 5 or more years

Other specific experience (optional):

Alternative Qualifications:

This agency will accept alternative methods of obtaining necessary qualifications.

☒ Yes ☐ No

Alternative qualifications include:

This position requires an Associates (2-year) Degree in Business Management, Information Technology (or related field), and 3 – 4 years of job related experience; or a combination of education and directly related experience with a focus on information technology, business management, and/or election administration equivalency. One year of directly-related experience equals one year education, and one year of education is equivalent to one year of work experience. (ex. A Bachelor's Degree and 1 - 2 years of related work experience is an equivalency for an Associates Degree and 3 – 4 years of related work experience.)

SECTION IV – Other Important Job Information

Work is performed in a normal office environment, and the position requires the ability to communicate effectively in person, in writing, and over the phone. Work hours vary in complying with numerous deadlines, customer requests, interruptions and wide fluctuations in work volumes. The employee may be required to work under pressure for long periods of time.

SECTION V – Signatures

My signature below (typed or hand written) indicates the statements in Section I to IV are accurate and complete.

Employee:

Name: _____ Title:_____

Signature:_____ Date: _____

Immediate Supervisor:

Name: _____ Title:_____

Signature:_____ Date: _____

Deputy:

Name: _____ Title:_____

Signature:_____ Date: _____

Department Designee:

Name: _____ Title: _____

Signature:_____ Date: _____

STATE OF MONTANA
SECRETARY OF STATE'S OFFICE
JOB EVALUATION

This section is to be completed by a trained classifier in or contracted by the agency or by the State Personnel Division.

Prepared By: _____ Date: _____

Position Status: ☐ Reclassified ☐ Vacant ☐ New Position ☐ Career Ladder

Choice of Class Series:

Position Summary:

Classification Factor Level:

The predominant work of this position consists of:

Factor level Comparison:

Benchmark Comparisons:

Classification Analyst:

Name: _____ Title: _____

Signature:_____ Date: _____

Agency Approval:

Name: Title:

Signature:_____ Date: _____

Upon completion of this section the classifier should make certain that the Job Code Number, Job Code Title and Pay Band on the first page of this document accurately reflect the Choice of Class Series and classification factor level determined above. Attach Organizational Chart, Audit Notes or other pertinent information.

This completed document should now be filed in: I:\Classref\Agencyjp\(agency#)\(filename).
File naming convention is: (position#)jp(date).doc (e.g. 000573jp0100.doc, where date is: month year).