



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

SECTION I - Identification

Working Title: Web Developer

Agency: Secretary of State

Class Code Number: 151296

Division/ Bureau: Executive

Class Code Title: Web Developer

Section/ Unit: Technology Services

Pay Band: 6

Work Address:

1236 – 6th Ave.

Helena, MT 59601

Position Number: 66040

Phone:

FLSA Exempt

FLSA Non-Exempt

Profile Completed By:

Mark Van Alstyne

Work Phone:

444-4243

Work Unit Mission Statement or Functional Description:

The Secretary of State is one of six executive branch offices 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 Divisions: Executive, Elections, Business Services, Administrative Rules/Notary, and Records Management.

The Information Technology Unit under the Executive Division provides agency IT support for local area network computer and software systems. This involves developing and maintaining all computer systems and connections; acquiring, modifying, configuring, installing and repairing as needed hardware and software; providing responsive and reliable daily operational support including location, diagnosis, and correction of operational errors; acquiring and replacing obsolete hardware and software including training users; promoting a compatible IT environment that meets the needs of SOS; and development and maintenance of the agency web sites and web applications.

Describe the Job's Overall Purpose:

This position is a Web Developer for the Montana Secretary of State (SOS). The position is responsible for managing and maintaining all internal and external SOS websites, including the Administrative Rules of Montana (ARM) web application; designing and developing new web sites and applications; and developing new ways to share information and services with other agencies and the public via the web. This position involves leading custom web development throughout the entire project life cycle, including application architecture, design input, site layout/user interface, database design/programming, and .NET development.

SECTION II - Major Duties or Responsibilities

% of Time

A. Web Site Development and Maintenance

50%

1. Facilitate web site design with Public Information Officer (PIO) and other internal customers; gather feedback from customers and other technical staff on web site development needs; facilitate web site project planning with customers and SOS management.
2. Create prototypes and functional specifications for web site projects; create technical methodologies for engineering solutions to web-based development problems; determine new web technologies to utilize, such as browsers, languages, and plug-ins, based on SOS needs; author complex web pages in HTML, XHTML, JavaScript and CSS.
3. Meet with other technical staff on specifics of SOS web projects, new technologies, and deadlines; conceptualize long-term needs of web development, and plan and manage related projects; make suggestions to IT Manager on creating web-based technical standards for specific web sites and the agency as a whole.
4. Maintain, and provide staff training on content management systems with thorough understanding and experience with Contribute.
5. Perform routine site maintenance as needed.
6. Provide technical support, troubleshooting, and public user support for agency web sites.

B. Web Application Development and Maintenance

35%

1. Perform specifications/Requirements gathering with customers using a SMART requirements methodology and requirements tracking methodology.
2. Perform application/framework design in conjunction with other technical staff, including database, network, server, supporting software, and other application components.
3. Create prototypes and functional specifications for web development projects; create layout/user interface from design concepts by using standard HTML/CSS practices.
4. Design, create and program SQL Server databases per project needs; design and create relational database schemas; perform SQL Server T-SQL development.
5. Design, develop, test, and support robust and user-friendly .NET-based web applications using ASP.Net (C#), utilizing the software development lifecycle methodology.

6. Perform routine daily maintenance of existing web sites and applications.
7. Perform daily project tracking tasks and communications.
8. Communicate project status and deliverables with managers and clients.

C. User Support and Technical Assistance

10%

1. Develop training practices and approaches to ensure SOS technical staff and users remain current with contemporary IT products and systems. This involves conducting research into new applications and systems and evaluating internal training needs to target efforts and develop training curriculum.
2. Develop technical documentation to provide accurate and complete information and data related to system design, user training, technical programming, business processes which may require certain programming, database models and related diagrams, and other system specifications.
2. Conduct training sessions for other IT staff in specific areas of expertise to ensure comprehensive advanced training for all programmers and database administrators.
3. Develop and deliver training programs on new system functions and operations to ensure the proficiency and competency of users. This involves developing training curricula based upon new and modified system operations, assessment of user training needs, new procedures and technologies, and other factors.
4. Provide problem resolution and support for agency applications and provides direction on possible resolution. Prioritizes user support based on criticality, logistics, options to keep the system functioning, and impacts on related systems. Resolve user problems by establishing methods and using diagnostic tools to isolate problems; analyzing hardware and software configurations, network components, and communication issues; and developing solutions to correct problems.

D. Other duties

5%

Performs a variety of other technical and administrative work as assigned by the IT manager in support of the IT unit and department goals and objectives as required. This includes but is not limited to coordinating special projects, representing the agency at meetings and conferences, and attending training and continuing education.

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

The position regularly resolves problems related to the development, implementation, and maintenance of SOS web applications. For example, the position makes decisions regarding the types of modifications, and enhancements that will most effectively streamline and improve SOS business processes based on analysis of user needs and management guidelines. In addition, the position continually resolves user and system problems that occur during system operation. This requires the incumbent to identify and evaluate the nature of problem,

determine effective solutions, implement any necessary system or process modifications to resolve problems, and provide technical assistance and training to users.

3. *The most complicated aspect of this position is:*

The most complicated part of the job is the analysis and evaluation of SOS business process needs and the innovation of unique solutions. These functions require the position to consider a range of variables related to process requirements, work priorities and objectives, available resources, technological capabilities and limitations, and system-wide integration strategies to ensure the development and effective administration of the various SOS web applications.

4. *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. The incumbent 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 and system manuals and technical documentation.

5. *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:

Web site development and maintenance
Web application development and maintenance

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

6. **Does this position supervise others?** Yes No

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

7. **This position is responsible for:**

- | | | | |
|---|-------------------------------------|--------------------------------------|------------------------------------|
| <input type="checkbox"/> Hiring | <input type="checkbox"/> Firing | <input type="checkbox"/> Supervision | <input type="checkbox"/> Pay Level |
| <input type="checkbox"/> Performance Management | <input type="checkbox"/> Promotions | <input type="checkbox"/> Discipline | |
| <input type="checkbox"/> Other: | | | |

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

Critical knowledge and skills required for this position:

KNOWLEDGE:

This position requires advanced knowledge of the concepts and theories of computer science; functional applications; proprietary languages; information systems development, enhancement, and maintenance; systems analysis, design, testing, and documentation techniques and procedures; telecommunications and information systems networking; customer service standards; data management products; data structures and interrelationships. The position also requires knowledge of HTML, XHTML, JavaScript, CSS, and ASP.NET; network capabilities, computer operating systems, equipment, and software; SQL databases; data management tools; and project planning.

SKILLS:

This position requires skill in managing complex and varied system development and management projects; isolating and resolving advanced technical problems; project analysis; reading and interpreting technical data reports; operating various office software applications (e.g., Word, Excel, PowerPoint, database applications and platforms, etc); establishing project goals, timelines, and standards; translating technical information to varied audiences; and written and verbal interpersonal communications.

Demonstrate expertise in HTML, XHTML, JavaScript, CSS, and ASP.NET

Demonstrate ability to rapidly learn and master diverse web technologies and techniques

Demonstrate expertise in SQL databases

Demonstrate expertise in Adobe Creative Suite.

Demonstrate expertise in Google Analytics and other web statistics tools.

Demonstrate excellent problem solving, communication and interpersonal skills.

Work and thrive in a fast-paced, multitasking environment.

Behaviors required to perform these duties?

- **Analytical:** Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.
- **Design:** Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.
- **Problem Solving:** Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **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, co-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.
- **Initiative:** 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.
- **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:

- | | |
|---|--|
| <input type="checkbox"/> No education required | <input type="checkbox"/> Related AAS/2-years college/vocational training |
| <input type="checkbox"/> High school diploma or equivalent | <input checked="" type="checkbox"/> Related Bachelor's Degree |
| <input type="checkbox"/> 1-year related college/voc. training | <input type="checkbox"/> Related Master's degree |

Please specify the acceptable and related fields of study: Computer Science

Required/Acceptable:

Related:

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

Experience:

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

- | | |
|---|--|
| <input type="checkbox"/> No prior experience required | <input checked="" type="checkbox"/> 3 to 4 years |
| <input type="checkbox"/> 1 to 2 years | <input type="checkbox"/> 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:

Alternate qualifications may include an Associate's Degree or 2-years college/vocational training in Computer Science and 5 or more years of job-related experience, or other combinations of education and Information Technology experience equivalent to the above.

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, and deadlines require the employee to be able to work under pressure for long periods of time.

This position is required to travel occasionally in order to troubleshoot or install system software and enhancements, and provide training to staff outside the office.

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: _____

Agency Designee:

Name: _____ Title: _____

Signature: _____ Date: _____
