



STATE OF MONTANA JOB PROFILE AND EVALUATION

The job profile is a streamlined position description and may serve as the core document for all human resource functions such as recruitment, selection, performance management and career and succession planning. It was developed, initially, for use in classifying positions in Pay Plan 020.

If you are converting a position to Pay Plan 020 and the position has not changed simply cut and paste the information needed from the current position description. The position description contains sections that are no longer used to classify the position, such as: Working Conditions and Physical Demands; Management and Supervision of Others; Supervision Received; Scope and Effect; and Personal Contacts. These may still be important to the position and may be included in **Section IV – Other Important Job Information**.

When working with a new position, classification request or change to a position in Pay Plan 020, complete the information below to provide the required documentation for classification.

SECTION I – Identification

Working Title Systems Analyst	Job Code Number 151516	Job Code Title Computer Systems Analyst
Pay Band 6	Position Number 66031	<input type="checkbox"/> FLSA Exempt <input checked="" type="checkbox"/> FLSA Non-Exempt
Department Secretary of State		Division and Bureau Management Services
Section and Unit Technology Services		Work Address and Phone
Profile Produced By Mark Van Alstyne, IT Manager Kristin Jacobson, Personnel Officer		Work Phone 406-444-4243 406-444-5598

Work Unit Mission Statement or Functional Description - This section should include a complete statement of the mission or function as it relates to the work unit.

The Secretary of State is one of six executive-branch officers originally designated by the Montana Constitution of 1889. The Office of the Secretary of State (SOS) is responsible for all business registrations. The SOS reviews, approves, maintains, and distributes records of business and non-profit organizations; and files and maintains records of secured financial transactions under the uniform commercial code. The SOS records notary public registrations and maintains the official records of the executive branch and the acts of the Legislature.

The SOS administers the state's record center and provides state-wide records management services. The office serves as the central filing and publication source for the Administrative Rules of Montana and the Montana Administrative Register. The Secretary of State serves as Montana's chief election official and is responsible for the application, operation and interpretation of elections laws except those pertaining to campaign finance. The Secretary of State serves on the Board of Land Commissioners and the Board of Examiners.

The Secretary of State's Office is administered by a chief deputy and is divided into five work units: Elections and Government Services, Business Services, Executive Services, Administrative Rules and Notary, and Records Management. The Information Services Unit is included in the Executive Services Division which provides general administrative services for the entire agency including, computer services, budgeting, payroll, accounting, procurement, personnel, cashiering and mail distribution.

The Information Technology function provides agency IT support for local area network computer, database, software systems, and Internet presence for the Secretary of State's Office. 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 data processing equipment including training users; promoting a compatible information system that meets the needs of SOS and development and maintenance of the agency web site.

Describe the Job's Overall Purpose:

This position is responsible for the development, implementation, enhancement, and maintenance of various Secretary of State computer systems. The position serves as lead programmer and/or technical lead on system planning, development and implementation functions; provides training and user support; maintains the current Secretary of State systems; and performs a variety of other duties as assigned. The position reports to the IT Manager, and does not directly supervise other agency personnel.

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

This section should be a clear concise statement of the position's duties. Well written thorough task duty statements are required here to accurately evaluate the position.

1. What are the major duties or responsibilities assigned to this position? Group duties in order of importance and estimate the percent of time needed to perform each duty. **NOTE:** Because you are identifying **major** duties usually 3-5, the quantity of time probably will not be less than **20%**. If a duty is essential but not performed routinely you should list it. For example, lobbying during the legislative session may not take up a large percent of total work time, but can be an essential duty.

A. SYSTEM PLANNING AND IMPLEMENTATION

60%

1. Researches and evaluates the business processes, environments, and objectives of users to assist in establishing strategic plans for the development and maintenance of the various SOS systems. This involves detailed analysis and evaluation of agency business processes, system specifications, associated costs, and applicable policies and procedures; consultation with users and management; and research and review of technical documentation to determine viable solutions. Solutions and alternatives to specific business needs are often unique and unprecedented, subject to statutory timelines and unknown data constraints, and involve complex interrelationships with agency-wide systems and business processes.
2. Evaluates project plans and specifications for the system to provide viable solutions and alternatives to unique business needs in coordination with system contractors. Evaluates the effects of various solutions on existing system infrastructure, other business processes and systems, and agency-wide staff to ensure that automated solutions are compatible, efficient, and cost-effective. Explains and justifies project requirements and alternatives to involved or affected agency staff, guides and directs meetings with users to explore available options for meeting objectives, and negotiates changes to proposed systems and/or business processes as necessary to integrate essential system and business requirements. Defines major outputs of the system (e.g., on-line reports, real-time user access, etc.) by integrating requested end user outputs with application parameters, and evaluating and determining how systems and applications will interface with other existing or proposed systems, networks, and applications.
3. Assesses the feasibility of various design alternatives to minimize costs and maximize benefits. This requires developing new system approaches and applying analysis and evaluation to determine resource requirements for system development, implementation, testing, and maintenance; assessing the impacts of modifications on existing systems, and determining costs associated with various alternatives.
4. Coordinates system development, enhancement, and maintenance efforts, whether in-house or with system contractors, to ensure projects are completed within established timeframes while ensuring continuity of support for agency business needs. This involves tracking project progress; ensuring that users and

support staff understand and are adequately trained to use/support new business systems; identifying and evaluating any potential problem areas; and monitoring and reporting work processes and progress. Ensures the effective flow of information by reporting project status to the supervisor and informing management of any potential problems with system implementation.

5. Recommends and assists in establishing system development and maintenance policies and procedures in conjunction with supervisor, contractors, other section staff, SOS deputies, and management to ensure overall quality, consistency, and compliance of agency-wide system development activities. This involves assessing the effectiveness of existing policies and procedures, new technologies and developmental strategies, changing rules and statutory requirements, dynamic user and business process needs, and other factors to ensure that policies and procedures represent the best interests of SOS, comply with all applicable regulations and requirements, and promote efficiency and cost-effectiveness.
6. Designs, develops, and incorporates customized features to the system to enhance the functionality, performance, and user environment of the agency-wide system. This involves assessing current system operations, determining system capabilities and limitations, evaluating user needs and workflow, and developing enhancements and customized features to maximize services and user output, and streamline processes.
7. Coordinates the development of conversion plans to ensure the effective and efficient migration of data between existing and newly developed systems. Evaluates data integrity, compatibility, and related issues to determine the impacts of conversion on existing data and modifies system implementation plans accordingly.
8. Coordinates and implements system test plans to evaluate the performance of integrated system components. This involves developing testing strategies, performance standards, and procedures; guiding and directing end-user tests; monitoring and evaluating test results; determining problems or conflicts with source code, interconnectivity, and/or functions and operations; and developing and implementing modifications to resolve problems. System testing includes assessment of system performance within the existing user environment, including connectivity and integration with agency-wide systems, security and access, and system functions and procedures. Continually monitors system operations after implementation to identify and resolve system problems and assess the need for further modifications or enhancements.
9. Coordinates the development and implementation of common procedures, policies, and data definitions for new or modified project management systems to ensure the accuracy and integrity of system functions and to improve and streamline agency business processes. Creates work plans for development, enhancement, and maintenance. Creates templates, establishes user access and security features, and creates and/or modifies web page interfaces as needed to satisfy internal equipment standards and job requirements.

10. Actively monitors and continually evaluates new technologies, trends, and other issues related to system and application development, maintenance, and troubleshooting approaches to maintain a high level of professional and technical expertise, anticipate future technological needs, and determine how new methods and technologies may enhance future systems development and maintenance activities.

B. TRAINING AND USER TECHNICAL SUPPORT

35%

1. Develops and delivers “train the trainer” training programs on new system functions and operations to ensure the proficiency and competency of trainers. This involves developing training curricula based upon new and modified system operations, assessment of user training needs, new procedures and technologies, system capabilities and limitations, and other factors affecting system functions and operations. The incumbent delivers training to designated staff trainers and power users and oversees user training provided by information systems specialists, vendors, and others. Researches and compiles information and materials required for the effective delivery of training programs. Assesses training outcomes and effectiveness and modifies programs as necessary to meet the changing needs of SOS staff.
2. Configures, installs, and performs related set-up procedures for new software and system upgrades as needed for SOS computer systems to ensure that all machines are operating with current SOS software, up-to-date security features, and are kept current with advances in technology. This involves assessing relationships with existing applications and ensuring software/hardware will integrate with new and existing systems and applications. Tests and resolves installation problems and provides direction to users on operations.
3. Responds to technical problems referred by agency management or staff users regarding system or software problems. Prioritizes user support based on the overall significance of the application, logistics, options to keep the system functioning, and impacts on related systems. Along with in-house support, this position is a contractor contact for complex system problems and is responsible for maintaining an in-depth knowledge of agency applications to provide information and coordinate the referral and resolution of system problems. Resolves user problems by troubleshooting and isolating problems; analyzing hardware and software configurations, network components, and communication issues; and developing or coordinating solutions in-house or with contractors to correct problems.
4. Develops technical documentation to provide accurate and complete information and data related to system design, user training, technical programming, database models and related diagrams, and other system specifications. Develops, maintains, and updates user operations manuals to provide accurate and current system procedures.

C. OTHER DUTIES AS ASSIGNED

5%

Performs a variety of other duties as assigned by the supervisor in support of the Department mission and Division objectives. This includes conducting or coordinating special projects, representing the section at meetings and conferences, attending ongoing education and training, and performing a variety of other duties as assigned.

2. Give specific examples of the types of problems solved, decisions made or procedures followed when performing the most frequent duties.

The position regularly resolves problems and makes decisions related to the development, implementation, and maintenance of SOS systems. For example, the position makes decisions regarding the types of systems, 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 management problems that occur during system operation. This requires the incumbent to identify and evaluate the nature of problem, determine effective solutions, implement any necessary modifications to resolve problems, and provide technical assistance and training to users to ensure competency.

3. What do you consider the most complicated part of the job?

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 systems.

4. What guidelines, manuals or written established procedures are available to the incumbent?

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. If this position supervises other positions, complete the following information.

The number of employees supervised is 0.

List the complexity level of the subordinates .

Please list the Position Number for those supervised .

Is this position responsible for:

Hiring Firing Performance Management Promotions

Supervision Discipline Pay Level Other:

6. Please attach an Organizational Chart (optional).

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

Please list the main knowledge and skill areas required for the job:

This position requires extensive 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 network capabilities, computer operating systems, equipment, and software; databases; data management tools; and project planning and management.

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.

What behaviors are required to perform the duties? **NOTE:** Identifying behaviors used for recruitment and selection and other HR functions are part of building a competency model (see **Creating Competency Models** in Guide). A position description will provide helpful information if a model has not been developed. Often “abilities” from the current PD can be stated as desired and observable behaviors. For example, “the ability to communicate clearly in writing” can be restated “writes clearly and concisely”.

Education and experience: Please check the one box that indicates the **minimum** educational requirements for this job, as it relates to a new employee on the **first day** of work (not the educational background of the person now in the position):

- | | |
|--|---|
| <input type="checkbox"/> No education required | <input type="checkbox"/> 2 year job-related college or vocational training |
| <input type="checkbox"/> High school diploma or equivalent | <input checked="" type="checkbox"/> College degree (Bachelor’s) |
| <input type="checkbox"/> 1 year job-related college or vocational training | <input type="checkbox"/> Post-graduate degree or equivalent (e.g. Master’s, JD) |

There may be a variety of fields of study that are acceptable. A Human Resource Specialist may have a Bachelor’s in Human Resources, Business Administration, Public Administration or another related field. Please specify the acceptable fields of study:

Computer Science, Information Technology, or related field.

Other education, training (software), certification (CPA), or licensing (pilot, psychologist) required (please specify):

Formal training in systems analysis and design, programming, database technology, and computer hardware and software.

Please check the one box that indicates the minimum amount of job-related work experience needed as a new employee on the first day of work (not the experience of the person now in the position):

- | | |
|--|--|
| <input type="checkbox"/> No prior work experience required | <input checked="" type="checkbox"/> 3 to 4 years job-related work experience |
| <input type="checkbox"/> 1 to 2 years of job-related work experience | <input type="checkbox"/> 5 or more years of job-related work experience |

Specific experience (optional):

NA

This agency will accept alternative methods of obtaining necessary qualifications.

For recruiting purposes please list examples of acceptable alternative methods of obtaining those qualifications. **These examples should appear on a vacancy announcement.**

This position requires a Bachelor's Degree in Computer Science, or a combination of education and Information Technology experience equivalent to a Bachelor's Degree (one year of IT-related experience equals one year education).

SECTION IV – Other Important Job Information

List any other important information associated with this position, such as working conditions, supervision provided or received, scope and effect and personal contact.

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.

The incumbent may be required to work extended hours to complete projects by deadlines or to provide critical technical assistance.

SECTION V – Signatures

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

Employee:

Signature	Title	Date
Immediate Supervisor:		
Signature	Title	Date
Administrative Review:		
Signature	Title	Date

JOB EVALUATION FORM

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

Prepared By

Date

Position Status: Reclassified Vacant New Position

Choice of Class Series:

Position Summary:

Benchmark Factoring

Classification Factor Level:

The predominant work of this position consists of:

Factor level Comparison:

Benchmark Comparisons:

Classifier Signature

Title

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).