



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 – Leave Spaces Blank if Unknown

Working Title		Job Code Number	Job Code Title
Computer Information System Manager		113217	Computer Information System Manager
Pay Band	Position Number	<input checked="" type="checkbox"/> FLSA Exempt <input type="checkbox"/> FLSA Non-Exempt	
7	32155023		
Department		Division and Bureau	
Secretary of State		Management Services	
Section and Unit		Work Address and Phone	
Information Technology		1236 6 th Ave. Helena	
Profile Produced By		Work Phone	
Sue Hill		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 bureaus: Elections, Business Services, Management Services, Administrative Rules, and Records Management. The Information Services Unit is included in the Management Services Bureau which provides general administrative services for the entire agency including, computer services, budgeting, payroll, accounting, procurement, personnel, cashiering and mail distribution.

The Information Systems Technology function provides agency information systems 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 data processing equipment including training users; promoting a compatible data processing 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 under the supervision and direction of the Bureau Deputy of the Management Services Bureau and supervises the SOS IT unit which includes 5 professional level staff. This position manages and coordinates all activities involving information technology for the entire agency; develops new procedures and policies; prepares the information technology strategic plan and report; resolves computer, mainframe, network, website, and data base problems; supervises the design and development of the local area networks for the agency; supervises the development and maintenance of the agency website; supervises the design and development of data base systems for the agency; supervises the data security function; and provides for project and vendor management.

SECTION II - Major Duties or Responsibilities

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 4-5, 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.

ASSIGNED DUTIES:

- A. Manages and actively coordinates the overall direction of information systems technology within the SOS using knowledge of theories, principles, and practices of computer science; data management products; local area networks; computer operating systems, hardware and software for both microcomputers and mainframe computers; and state and agency standards, policies, and procedures. **35%**
1. Develops agency information technology project strategic plan and direction using knowledge of the goals and objectives of the SOS and each bureau, current technology trends in the computer industry, policies and direction of the Department of Administration, Information Technology Services Division (ITSD) and the ability to coordinate diverse and complex information needs into an integrated strategy. Administers the information technology strategic plan by actively coordinating with the agency's five bureaus and with the IT staff. Regularly meets with and provides information to policy makers and other agency employees to assure coordination of information technology issues and information.
 2. Researches and evaluates new products and upgrades using knowledge of agency information technology direction, current level of agency technology, current technology trends in the computer industry, and standards and policies of ITSD. Drafts and presents documentation to agency management and other SOS staff specifying new products or upgrades which will address automation needs within the agency. Determines, approves, and tracks all agency hardware and software contracts and acquisitions
 3. Estimates personnel and computer resource costs and makes a determination on whether projects should be accomplished through contracted or in-house services. Provides project and vendor management. Insures work is completed according to commitment, contract, specifications and budget by assigning tasks to unit staff or supervising contracted staff. Monitors and reports on project progress. Provides guidance and oversees contracted staff who are performing systems development and other information technology related tasks.
 4. Prepares the information technology unit budget and obtains its approval. Monitors the final information technology budget allocation during the fiscal year, recommends adjustments as necessary, and reports current and projected status to bureau deputy using knowledge of funds expended and the agency and unit goals and objectives. Assures information technology budget is not over spent.
 5. Represents the SOS at assigned state Information Technology Advisory Groups and Committees and makes sure the information is shared and coordinated with agency management and IT staff. Writes and speaks effectively on IT subjects on behalf of the SOS.
- B. Supervises the development, implementation, and maintenance of the agency local area networks and implements and maintains configurations for the state's area network and Internet. **25 %**
1. Approves the design of local area network configuration using knowledge of principles, practices, concepts, and theories of computer science and network administration, existing network systems in other agencies, ITSD requirements, and agency goals and objectives.
 2. Establishes a plan for the implementation of design changes or additions using knowledge of

agency needs and the impact of network changes on the users.

3. Oversees upgrades of vendor-supplied and custom computer applications and tailors software to meet the needs of the users.
4. Establishes back-up and disaster recovery procedures to ensure that immediate file restoration services are available to all network users. Supervises the agency data security function. Provides for maintenance and recovery support for computer, mainframe, and network systems
5. Supervises the planning, management, development, implementation, and maintenance of the SOS's website. Manages the activities of the website-dedicated jobs including the agency web master and the ARM web publisher and developer
6. Administers overall design and development of all agency data bases. Establishes and documents a plan for design and implementation of all agency databases.

C. Supervises the development and implementation of new and improved application programs for agency computer systems. Insures technical support is provided either directly or through subordinate personnel, by resolving microcomputer, mainframe, and network problems. Supervises IT staff and assists in the performance of these responsibilities. **20%**

1. Analyzes user needs and objectives in conjunction with system capabilities and restrictions. Determines if existing programs would meet the needs of the user, if the purchase of a software package would be cost efficient and meet user needs, or if the creation of a new program is necessary using knowledge of user needs, current programs in place, other programs that may be purchased, and the estimated time involved in creating a new program. Determines if existing equipment is adequate or if the purchase of new equipment will be necessary for the proposed program using knowledge of user goals and objectives; current system capabilities; and limitations, and requirements of the software.
2. Reviews all requirements, definitions, external design reports and other related documentation for all major development projects.
3. Isolates problems and develops solutions to correct problems. Provides training to users using knowledge of user needs, objectives, level of experience, and desired results. Insures that agency personnel and other customers have sufficient technical support to fully utilize computer systems. Supervise professional staff that answer questions or resolve computer problems and may provide such assistance directly.

D. Provides management and supervision to the information technology unit. Provides direct supervision to 5 professional information technology specialists by assigning and evaluating work, answering technical questions, setting priorities, resolving conflicts, tracking work, and providing training, coaching, and annual performance evaluations using knowledge of the goals and objectives of the departmental information technology plan, management and supervisory techniques, and state and agency personnel policies. **20%**

1. Communicates unit objectives and standards for system development and support to all unit personnel. Determines priorities and project deadlines. Assigns and supervises work of subordinates to insure continuity and timely completion of projects. Meets with SOS administration, unit staff, vendors and others to solicit cooperation and resolve problems.
2. Provides technical assistance and guidance to unit staff when they are unable to resolve

technical problems or do not have assistance from a product vendor.

3. Reviews vacancy announcement, prepares selection process, reviews applications, arranges interview schedule, prepares interview format, and manages the selection committee for the hiring of IT unit positions using knowledge of the requirements for the position, agency policies and the ability to communicate those requirements to the selection committee.

3. Determines training for IT unit positions using knowledge of theories, principles, and practices of computer science, software for microcomputers and mainframes, agency strategic plan, and the level of experience of each staff member.

4. Determines duties and responsibilities for each position and keeps job profiles up to date using knowledge of theories, principles, and practices of computer science, level of experience of each staff member, and strategic plan

5. Provides ongoing coaching and feedback and conducts performance appraisals according to agency process.

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

This position is responsible for all IT planning with the office. The incumbent must have a solid understanding of the existing IT infrastructure, be aware of SOS initiatives and be able to plan and adapt the infrastructure to meet the needs of the initiatives. This will involve close coordination with SOS managers, IT staff as well as IT professionals in other agencies and in the industry.

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

The most complicated part of the job is juggling workload demands and performing all of the following job functions in a professional informed coordinated manner. Managing and actively coordinating the overall direction of information systems technology within the SOS; supervising the development, implementation, and maintenance of the agency local area networks including the supervision of the planning, management, development, and maintenance of the SOS website; supervising the development of new application programs for agency computer systems; and supervising and managing the IT unit of 5 professional information technology personnel.

4. What guidelines, manuals or written established procedures are available for use by position?

SOS policies and procedures, State law, Department of Administration, policies, and procedures. User guides.

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

The number of positions supervised: 5

List the complexity level of the subordinate positions: 4-6

Please list the Position Number for the positions supervised:

Computer Programmer, position 66012

Network Administrator, position 66090

Computer Support Specialist / Website Publisher, position 66040

Computer Systems Analyst, position 66022

Computer System Engineer, new position number 66031

Please check box that indicates supervisory responsibilities.

Responsible for: Performance Management Supervision Discipline
 Recruitment and Selection Assigning Work

Recommends: Hiring Firing Promotions Pay Organizational Structure

Approves: Leave Requests Travel Time sheets Work Schedules Training

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, skill, and abilities areas required for the job:

Thorough knowledge of emerging automation technologies, standards and best practices in technology development. Working knowledge of networks, computer platforms and hardware; information systems; system architectures, development methodologies, databases; security; internet tools, computer software, and desktop applications; website development and maintenance. Project, contract and vendor management ability is required as is business process analysis skills. Requires knowledge of State of Montana IT laws, policies, procedures, and practices.

Requires proven knowledge of management principles and organizational theory. Leadership ability and supervisory skills; strategic planning ability. Knowledge of development and implementation of goals and objectives, and organization and systems analysis ability. Extensive leadership; customer service; risk and conflict management skills. Must have proven skills and ability to strategically and tactically plan, organize and adapt, and coordinate work under rapidly changing situations. Must be able to perform management analysis, demonstrate budgeting experience and excel at IT vendor/contract management. Must have the ability to establish and maintain harmonious working relationships within the SOS organization, other agencies, and the public.

Ability to apply this knowledge and skill to a wide range of management and professional information technology assignments; to develop new practices and procedures and a strategic information technology plan to meet the goals of the agency; to coordinate diverse and complex information needs into integrated strategies; to develop plans and proposals for presentation to management; to communicate effectively both verbally and in writing to staff at all levels of the organization and to others outside the agency; to solve complex IT problems, and to develop and maintain effective working relationships with others.

This knowledge is typically acquired through a combination of education and experience equivalent to a Bachelor's Degree in Computer Science, Computer Engineering, Mathematics, Business Management or related fields and five years of related experience including two years project management and supervisory experience or an equivalent combination of experience and education.

What behaviors are required to perform the duties

Proven ability to have command of a complex, highly technical field; to conceptualize, accommodate change, achieve depth of understanding of issues rapidly; assist in long-range program planning, to outline successful automation strategies and estimate the resources necessary to achieve the long-range plan; apply advanced principles of automated information processing to established standards and policies that allow the agency to meet statutory requirements and organizational demands; evaluate agency needs; guide project development and management tasks; assess the availability of human, financial, and computer resources; determine the feasibility of meeting legislative and agency program demands; design, develop, document and implement automated applications which effectively and efficiently satisfies the agency's needs; apply and use industry standard database technologies; exercise sound judgment in solving problems and making decisions where few precedents exist; supervise the work of others; organize, motivate and influence a professional, technical staff; make appropriate decisions and exercise good judgment where few or no precedents exist; communicate effectively orally and in writing to bridge between a user's general or specific needs and the technical realm of automated systems development; follow written and verbal instructions; maintain effective working relationships with agency employees, other agencies and outside contractors; and maintain positive working relationships among diverse groups as required.

Other necessary behaviors include dependability (job requires being reliable, and dependable, and accurate); adaptability/initiative (job requires being open to change and to considerable variety in the workplace and having ability to suggest improvements and new and evolving ideas and technologies; independence (job requires guiding oneself with little supervision and depending on oneself to get things done); analytical thinking (job requires analyzing information and using logic to address issues and problems; cooperation/teamwork (job requires being pleasant with others and displaying a good-natured, cooperative attitude; customer focus (job requires viewing situations from the perspective of customers and identifying and suggesting ways to improve customer service); leadership (job requires planning, prioritizing and goal setting skills; personnel management and supervisory skills; and a willingness and ability to lead, take charge, delegate effectively and offer opinions constructively); organizational awareness (job requires understanding and following rules, acting in an ethical manner,

identifying key decision makers, and understanding and respecting the balance of authority; and efficiency and focus (job requires using time effectively and prioritizing task).

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 (Associate Degree) |
| <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. Please specify the acceptable fields of study:

Computer Science, Computer Engineering, Mathematics, Business Management or a related field

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

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"/> 0 to 1 year experience | <input type="checkbox"/> 3 to 4 years job-related experience |
| <input type="checkbox"/> 1 to 2 years of job-related experience | <input checked="" type="checkbox"/> 5 or more years of job-related experience |
| <input type="checkbox"/> 2 to 3 years of job-related experience | <input type="checkbox"/> 8 or more years of job-related experience |

Specific experience (optional): 2 years of supervisory and project management experience

This knowledge is typically acquired through a combination of education and experience equivalent to a Bachelor's Degree in Computer Science, Computer Engineering, Mathematics, or

related fields and five years of related experience including two years project management and supervisory experience. A Master's degree is preferred.

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.**

Progressively responsible work experience may be substituted for some of the required post-secondary experience.

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.

WORKING CONDITIONS:

The work is performed in a normal office setting. Position may be required to work weekends, after hours, and lift and transport computer equipment and boxes.

SUPERVISION RECEIVED:

The position is supervised by the Bureau Deputy of the Management Services Bureau.

Projects and goals are broadly stated. The incumbent organizes the goals and projects from all the bureaus, incorporates trends in the computer industry, and standards imposed by ITSD, into a prioritized list of projects. This list is reviewed with the Management Services Bureau Deputy and Chief Deputy. The incumbent is responsible for planning, organizing, and delegating all details of the work, making the proper interpretations, and determining the appropriate methods and procedures as required by the information technology industry.

Guidelines are provided by the Bureau Deputy and Chief Deputy, and ITSD. Available manuals or reference materials are: technical software manuals, previously written program documentation, information center resources, and the agency employee handbook. Some technical assistance is available outside the agency from ITSD.

Incumbent keeps the Bureau Deputy aware of progress, but little or no technical supervision is available as the incumbent is considered the agency expert in all aspects of information technology.