

Job Description Questionnaire

The purpose of the Job Description Questionnaire (JDQ) is to provide the information necessary to evaluate jobs for salary placement, classify jobs for various legal requirements, and to compile appropriate job descriptions.

Please read this JDQ carefully before answering any of the questions and then complete it as accurately, completely, and briefly as possible. While it is not necessary to describe each duty in great detail, it is important to provide sufficient information so the job can be accurately evaluated and classified. Keep in mind that *the purpose of the JDQ is to collect information about the job and is not designed to evaluate employee performance.*

Consider the typical responsibilities of the job; even those that might only occur cyclically (e.g. annually, quarterly, etc.). The responses should be based on duties and responsibilities that are part of the job under typical conditions, not special projects or temporary assignments. Further, unless specifically directed by management, describe the job as it is today, not as you believe it should be or what it might be in the future.

SECTION 1		DEMOGRAPHIC INFORMATION	
Employee Name		Employer Name	City of West Allis
Job Title	Director Information Technology	Work Location	City Hall
Department	Information Technology/Center for Excellence (IT/CFE)	Division	
Full-Time / Part-Time	Full Time	Part-Time (Hrs per Wk)	40
Supervisor Name	Rebecca Grill	Supervisor Title	City Administrator

SECTION 2

DESCRIPTION OF ESSENTIAL DUTIES & RESPONSIBILITIES

Identify the essential duties / responsibilities of your job, which should be the most important aspects of the job. This section is focused on WHAT is done rather than HOW it is done. Use wording that will provide as clear an understanding as possible for someone not familiar with your work. Avoid terminology or acronyms that are not widely known outside of your line of work. Please list those duties that you feel are most important at the top of the list, and list the estimated percentage of the total annual time that each item takes. *(Remember, as a rule-of-thumb, that 10% equates to roughly 200 hours of a work year.)* To the extent possible, try to identify those duties and responsibilities that account for as close to 100% of your work time as possible. While catch-all categories are acceptable (e.g. misc. duties, other duties as assigned, etc.), those sections will likely NOT be evaluated.

Frequency Codes: Daily [D] / Weekly [W] / Bi-Weekly [B] / Monthly [M] / Quarterly [Q] / Annually [A] / As Needed [N]

Primary Duties	Frequency	% of Annual Total Time
Operates and supervises all City information, subsystems, networks, etc.		20
Operates and supervises department activities and employees, including: <ul style="list-style-type: none"> Set objectives and strategies for the IT/CFE Department Select and implement suitable technology solutions to streamline all internal operations Select, coach and develop all IT/CFE professionals 		50
Ensures the analysis, design, development, implementation and maintenance of new systems/programs to existing systems/programs to meet user needs (such as HTE, GIS, Web, intranet, etc.)		5
Directs the planning and implementation of systems which support organizational operations to improve efficiency, effectiveness, and service quality		5
Establishes and maintains guidelines for acquisition of system hardware and software		5
Ensures data interoperability between enterprise systems, define data standards, database design		5
Develops department and technology budgets, allocates resources, prioritizes and manages projects; Approve purchases of technical equipment and software and establish partnerships with IT providers		5
Develops and maintains emergency government operations, backups, redundant systems and disaster recovery procedures		5
Provides technical support and expertise to all City departments and divisions on all aspects of information services support to include short and long range solutions, including: <ul style="list-style-type: none"> Implement technology solutions or platforms to improve the customer experience Monitor changes or advancements in technology to discover ways the City can achieve it's strategic plan 		5
Develops, maintains and oversees compliance with contracted services and vendors		5
Develops policies and procedures to comply with all federal and state laws and regulations		5
Develops and maintains documentation for all City Systems		5

Provides staff support to the IT Steering Committee, Common Council and their Committees, attend as required		5
Coordinate City technology efforts with those of other cities, counties and outside agencies and organizations		5

SECTION 3	TOOLS AND TECHNOLOGY
Identify any software, technology, equipment or machinery utilized on a regular basis in order to perform the functions of the job:	
MS Office, MS ACCESS, MS SQL, MS Projects, MS Visio, MP Logix (Business Process Management System), Visual Studio and other various computer programs.	

SECTION 4	JUDGMENTS / DECISION-MAKING		
Identify at least five of the most typical judgments/decisions that you make in performing your job as well as the solutions to these problems. Please also describe the resource, input or guidance others provide in arriving at your decision and who reviews, if anyone.			
Typical Problems/Challenges	Possible Solution(s) to Problem/Challenge	Resources Available and/or Used	Job Title of Who Reviews
Constantly changing technology	Stay up to date on emerging technology	Online research, trade shows, user groups, state conferences	City Administrator
Changing state and federal rules and regulations in the regards to technology	Stay up to date	Online research, trade shows, user groups, state conferences	City Administrator
Breaking down long established data silos throughout the city	Show users how enterprise data systems will benefit them	City Administrator	City Administrator
Working with various city departments to maintain a centralized computer department and preventing a department to “go on its own”	Show users how enterprise systems will benefit them and how a centralized computer department will save the city money by eliminating duplicate systems	City Administrator	City Administrator
Constant threats to network security from various outside and internal sources	Stay up to date on emerging threats	Research and training	City Administrator
Training users throughout the city on the use of technology to its fullest	Provide more classroom and customized training	Outside vendors, internal trainers	City Administrator
Establishing a strategic staffing plan and	Analyzing the demand for work and	HR, City	City Administrator

making staffing decisions that align with that plan.	knowing when to add or remove an FTE. When needing to add staff, knowing what skill level is needed and making decisions about hiring verses contracting for the work.	Administrator, Vendors	
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SECTION 5	WORKING RELATIONSHIPS / INTERACTIONS / CONTACTS
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Please identify your typical work relationships with other persons inside or outside of your own organization.

Title of Individuals With Whom You Typically Interact	Describe the Interaction	Why Was It Necessary?
City Staff	Technical support, suggestions, research	To keep thumb on pulse on the use of technology throughout the city
Software Vendors	Research, technical support, purchasing	To keep up to date on the latest software and hardware
Department Heads	Problem-solving, suggestions, research	To solicit new ideas to increase the productivity of a department
Citizens	Technical support	To solve the user issue in applying for online permits and licenses

SECTION 6	SUPERVISION / MANAGEMENT
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Please indicate the type of responsibility you have as it pertains to leading others.

Area of Action / Responsibility	Yes	No	Provides Input
Screen / Interview Applicants	X		
Hire / Promote Employees	X		
Provide Written/Verbal Warnings	X		
Suspend Employees	X		
Terminate Employees	X		
Prepare Work Schedules For Others	X		
Project Management	X		

Provide Work Direction For Others	X		
Evaluate Performance Of Others	X		
Counsel Employees	X		
Train Employees (As Part Of The Normal Duties Of The Job)	X		
Approve Overtime	X		
Approve Time Off Request For Others	X		
Develop / Implement Policies	X		
Do you <u>directly</u> supervise any employees? <i>If yes, please list the number of FTEs and job titles of those employees below:</i>	X		
Job Title	# of FTEs		
Information Technology Supervisor	1		
GIS Supervisor (Job description being rewritten to be supervisor of Application Support and Training)	1		
Computer/Network Programmer Analyst (job description being rewritten to be more of a Business Analyst position)	1		

SECTION 7		WORK ENVIRONMENT / PHYSICAL REQUIREMENTS		
Please indicate the amount of time typically spent in the following categories.				
Physical Requirements	[Place an "X" in the appropriate cells]			
	N/A	Rarely	Occasionally	Frequently
Carrying/Lifting 10 - 40 Pounds		X		
Carrying/Lifting > 40 Pounds		X		
Sitting				X
Standing / Walking / Climbing		X		
Squatting/Crouching/Kneeling/Bending		X		
Pushing / Pulling / Reaching Above Shoulder		X		
Work Environment	N/A	Rarely	Occasionally	Frequently

Indoor/Office Work Environment				X
Noise >85dB (e.g. mower, heavy traffic, milling machine, etc.)		X		
Extreme Hot/Cold Temperatures (>90 degrees / <40 degrees)		X		
Outdoor Weather Conditions		X		
Hazardous Fumes or Odors / Toxic Chemicals	X			
Confined Spaces (as identified by OSHA)	X			
Close Proximity to Moving Machinery / Equipment	X			
Bodily Fluids / Communicable Diseases	X			
Working Alongside Moving Traffic on Roads		X		
Electrical Hazards		X		

SECTION 8	ADDITIONAL EMPLOYEE COMMENTS
Please identify any other information that would help someone else understand your job more clearly:	
DEFINITION: Under general direction; performs work of considerable difficulty in organizing, directing and administering City-wide information systems resources and technology; performs related work as assigned.	
EXAMPLES OF DUTIES: Operates and supervises all City information, subsystems, networks, etc.: ensures 24 hours/day, 7 days/week, 365(6) days/year, operation of City-wide information systems resources and technology; operates and supervises department activities; provides technological direction for the IT/C Department; maintains and operates mainframe computer; supervises Department employees; ensures the analysis, design, development, implementation and maintenance of new systems/programs to existing systems/programs to meet user needs (such as HTE, GIS, Web, intranet, etc.); establishes and maintains guidelines for acquisition of system hardware and software; designs, implements and maintains City-wide computer network security; programs and maintains City-wide routers and firewalls; provides technical support and expertise to all City departments and divisions on all aspects of information services support; strategizes with all departments and divisions to identify future information needs; provides staff support to steering committee; develops policies and procedures to comply with all federal and state laws and regulations such as HIPAA, SarbanesOxley Act Sect. 404, etc.; prepares and updates multi-year plan for information services implementation. Networks with external users on information system needs, trends, etc. Develops and maintains documentation for all City systems.	
Ability to be diplomatic and calm	
All of the city's operations rely on the support and services of the IT department. Without IT's consistent monitoring the rest of the city is unable to perform, including protective services.	

TO BE COMPLETED BY THE EMPLOYEE'S SUPERVISOR

SECTION 9		SUPERVISOR INFORMATION	
Supervisor Name	Rebecca Grill	Supervisor Title	City Administrator

SECTION 10		EDUCATION <u>REQUIRED</u> FOR HIRE
	Level of Education (Select one with an "X")	Field(s) of Study
	Less than High School Education	n/a
	High School Education (or Equivalent)	
	One Year Certificate (or Equivalent)	
	Associate's Degree (or Equivalent)	
X	Bachelor's Degree	Computer Science, Business Information Systems, Information Technology
	Master's Degree	
	Professional Degree (Law, Medicine, etc.)	
	PhD w/ Dissertation	
	Other:	
Provide Any Additional Information Regarding the Required Education (e.g. preferred vs. required, specific coursework, etc.):		
Master Degree in Computer Science or Business Administration preferred.		

SECTION 11		TOTAL EXPERIENCE REQUIRED UPON HIRE					
[Place an "X" in the appropriate cells]							
No Experience	< 2 yr.	2 to 3 yrs.	4 to 5 yrs.	6 to 7 yrs.	8 to 9 yrs.	10 to 11 yrs.	≥ 12 yrs.
				X	X	X	
Describe Specific Experience Required for Hiring (e.g. 5 total years of customer service experience 2 of which were in a supervisory capacity):							

7-10 years of recent work experience in management, development and implementation of automated information systems and technology.

3-5 years of project management experience required, including 2 years at the supervisory level.

Lean, six sigma or continuous improvement experience required.

Experience working in a political environment desired.

Experience providing critical support in a 24/7 environment desired.

SECTION 12 **CERTIFICATION / LICENSURE / TRAINING TO PERFORM JOB**

List Required Certification/Licensure/Training	How Attained/Provided	Required Upon Hire?	May Obtain After Hire?
Lean or six sigma certification desired.			Within 3 years
Project Management certification desired.			Within 3 years
Driver License		X	

Describe any current practices as it relates to licensure or certification (e.g. extra pay for certification, employer payment for obtaining or renewing, etc.):

SECTION 13 **SUPERVISOR'S COMMENTS / CORRECTIONS / ADDITIONS**

In lieu of altering an employee's JDQ, please provide any corrections, clarifications, or additional information in the space provided below.

JDQ Section	Comment / Clarification / Addition

