Internet and Information Technology Positions Description HandiGuide®

2024 Edition

Table of Contents

Book Overview

After the introduction and discussion of the Americans with Disabilities Act and the Fair Labor Standards Act, this book lists the position descriptions in alphabetic order within each management level. At the start of each section of job descriptions, we have developed and presented a model organization for the positions presented. The sections of the book are:

- **Executive Management** - These positions include the Chief Information Officer and positions that typically report directly to the CIO.
- **Senior Management** - These positions include Directors and Managers.
- **Middle Management** - These positions include Supervisors and senior-level technologists.
- **Staff Positions** - These positions include individual performers. In addition to this, this section of the book contains a Job Progression Matrix that we often use when we develop customized job descriptions for our clients.
- **APPENDIX** – This contains various questionnaires that we have used at various enterprises in the process of creating these job descriptions, determining salaries, or evaluating incumbents.

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Job Progression

All the position descriptions that are presented in this book have been developed over several years. In our work, we have found that there are typically four to five levels of "competence" for a single job function. The levels that we have found that are the most consistent across the organization and industry lines are:

- ► Intern or Entry-Level – the position description requires the level of competence that a new employee with little or no experience brings to the position. Over time the individual will gain experience and knowledge from the work environment or training.
- ► Associate Level - Full use and application of standard principles, theories concepts, and techniques associated with the position.
- ► Position Level - Wide application of the principle, theories, and concepts in the field plus a working knowledge of other related disciplines associated with the position.
- ► Senior Level - Applies extensive knowledge as a generalist or specialist with working expertise in all job functions associated with the position.
- ► Specialist Level - Applies advanced principles, theories, and concepts. Also, contributes to the development of new principles and concepts associated with the position.

The Job progression matrix that follows can help utilize these concepts to create additional position descriptions as they are needed.

Job Progression Matrix

Competency Progression	Intern Level	Associate Level	Position Level	Senior Level	Specialist Level
Job Knowledge	Limited use and/or application of basic principles, theories and concepts.	Full use and application of standard principles, theories concepts and techniques.	Wide application of principle, theories and concepts in the field plus working knowledge of other related disciplines.	Applies extensive knowledge as a generalist or specialist with working expertise of all job functions.	Applies advanced principles, theories and concepts. Contributes to the development of new principles and concepts.
Problem Solving	Provides solutions to problems of limited scope and mostly routine nature.	Provides solutions to a variety of problems that are routinely encountered under normal business activity.	Provides solutions to a wide range of difficult problems. Solutions are imaginative, thorough and practical.	Develops solutions to complex problems which requires the use of ingenuity and creativity. Performs proactively and prevents recurrence whenever possible.	Works on unusually complex problems and provides solutions which are highly innovative and ingenious achieving quality and work process improvements.
Leadership	Leads self and demonstrates willingness to accept responsibility.	Leads self and peers by conduct and example.	Leads peers and subordinates with positive attitude of accomplishment.	Leads teams and individuals with ability to mentor both and affect improvements.	Leads teams, individuals and processes with ability to affect significant improvements.
Project Management	Performs project tasks as directed demonstrating a sense of urgency.	Performs project tasks as directed. Meets assigned schedules with good overall quality.	Meets assigned task schedules and participates in overall quality review of own and other's work.	Plans, monitors and reviews tasks for adherence to schedule and overall quality. May lead projects and assign staff.	Plans, monitors and reviews tasks for adherence to schedule and overall quality. Leads projects and assigns staff.
Self-Management					self-direc-...e-deter-...m goals. ...re often ...Plans and ...es of ...ry to ...results. ...through ...nd agree-...rs rather ...view by
Contribution	...balance support for ongoing department processes and self-development with limited exposure.	...support the continuous delivery of departmental goods and services.	...support of departmental objectives often functioning across disciplines and areas of expertise.	...expertise and is usually called upon to perform in multiple roles. Demonstrates tactical and some strategic critical thinking.	...igh level of ...one or more core technologies, business processes and management disciplines. Demonstrates good tactical and strategic critical thinking.
Communication	Contacts are primarily with immediate supervisor and other professionals in the department or group. Demonstrates core competency in written and verbal skills.	Primarily intra-organizational with inter-organizational and outside customer contacts on routine matters. Demonstrates written and verbal skills that meet routine department needs.	Frequent inter-organizational and outside customer contacts as required. Provides solutions, discussions and status on normal business processes primarily in writing, and verbally and graphically as required as required.	Develops and presents material for review and information using excellent written, verbal and graphical communication skills for routine businesses and project status.	Serves as the departmental spokesperson on specific projects and processes. Acts as a consultant on the feasibility and implementation of new technologies and processes as well as ongoing business activities.

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Best Practices for Screening Resumes

► **Define job requirements clearly for recruiters and electronic posting** – You do not want to waste your time looking at resumes of individuals who are not qualified. In the current job market, some active job applicants apply for anything even when they are not remotely qualified for the position that you are trying to fill. If a recruiter sends you candidate resumes that fall into this category – warn them and then stop using them if they continue. A full job description with specific accountabilities, authority, and position requirements should be part of the materials that are used in communicating the needs of your enterprise. "Must have led an e-commerce Internet development team that implements a customer WEB 2.0 application…" is much different than "5+ years' experience as a lead developer."

► **Use consistent rules to select and reject resumes** – Communicate so that the screeners/recruiters and the hiring manager have the same understanding of the job requirements before the screening process starts. For example, screeners/recruiters should review a sample of several real resumes – real-time – with the Hiring Manager, who should "think out loud" defined the "must-haves" and "nice to have"? Why a resume goes in the yes pile, while this similar one goes in the no pile?

► **On the first pass spend no more than 20 seconds on any resume** – In the current job market, it is typical to get 100 to 200 resumes for a single position. Given that volume, it will take one to two hours to get through the first pass. You want to get through all of the resumes that you have and with luck, you should be able to find between 10 to 15 individ...

► Create ... on-or-less
checkl... highlight
your r... the
resum... e-
comm... pplication
develo...

► Elimin... any
candidates have figured out that if they load up their resumes with more acronyms and buzzwords (i.e. technologies) hoping to win an interview. Rather accept resumes that communicate the hands-on experience using the technologies listed in your job requirements. Focus on resumes that show where and when the technology was used on the job. Keywords that show up in the bullets under job history summaries are better than keywords that show up at the top or bottom of tech resumes in the skills summary section.

Position Description Structure

The position descriptions in this book contain information regarding a given job and its functionality within an Information Systems Organization. This includes a position purpose statement, problems and challenges of the position, an itemized list of principal accountabilities, and the authority boundaries afforded the holder of the position, job contacts of the position, specifications of experience needed for the position, and finally the career opportunities available to the position holder in the future.

Position Purpose

The Position Purpose section of the position description gives an overview of the responsibilities of the position. This provides a summary of the most important aspects and duties of the position.

Problems and Challenges

The Problems and Challenges section outline specific challenges facing the holder of the position. If these challenges are met efficiently and effectively, the opportunity for advancement to a higher position, offering greater challenges, will occur.

Essential Position Functions

If an employer uses written position descriptions, the ADA does not require that they are limited to a description of essential functions or that "essential functions" be identified. However, if an employer wishes to use a position description as evidence of essential functions, it should in some way identify those functions that the employer believes to be important in accomplishing the purpose of the job. Within this book, essential position functions have been defined for each position. There are additional factors that impact a position

All of the positions have been developed with four items to identify these essential position functions. They are:

- ▶ Principal Accountabilities,
- ▶ Authority,
- ▶ Contacts, and
- ▶ Position Requirements

Principal Accountabilities

The Principal Accountabilities section itemizes the separate duties and responsibilities of the position. This section fully details each major task or responsibility necessary to correctly perform the job function. The tasks are ranked from those most crucial at the beginning of the section to those which are more routine are listed at the end of the section.

Authority

The Authority section of the position description delineates the amount of latitude the position holder has in influencing personnel and decision making within the department. This section also outlines which departmental personnel the position holder needs to interface to successfully perform this job.

Contacts

The Contacts section of the position description identifies the primary and secondary contacts with whom this position deals on a day-to-day basis.

Position Requirements

The Position Requirements section sets forth hiring requirements for the specified position, as well as necessary educational, experiential, and other requirements necessary for the position.

Career Ladder

The Career Ladder section proposes future career track opportunities for the position holder. This provides a goal for the position holder to achieve and should, therefore, increase motivation levels.

Filename

Printed in the lower right corner on the last page of each position description is the name of the word processing file that contains the particular position description. This file is only available to firms and individual that has purchased the word processing format of this book.

These job descriptions are provided with a single user (one (1) enterprise within one country) license and are NOT FOR RESALE. Consultants and others who use these job descriptions for multiple enterprises MUST obtain a special license to use these job descriptions.

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Legal Considerations

Overseeing staffing, a hat that many CIOs wear, may mean having to make crucial decisions about hiring and policy, performance management and discipline, and employee terminations. Such decisions may affect compensation expenses and employee morale alike and may expose the company to the risk of expensive litigation. To avoid potentially costly missteps, five employment law issues should be on the radar of Hiring Managers and CIOs who oversee the staffing function.

State and Local Wage and Hour Laws

Laws governing hours of work and payment of wages are a leading source of employee claims. CIOs tend to be familiar with federal compensation laws and the laws of the state where the company's corporate IT staff is located. But the company may have satellite locations or individual employees in different states and cities that have stricter laws. For example, an employee who would be exempt from the requirement to pay overtime in the state where the company is based may be entitled to overtime pay under the laws of the state where they work.

Some states, like California, also require payment of final wages on the date of involuntary terminations, and the definition of "wages" may include sales commissions and accrued but unused vacation time. Failure to timely pay wages under state law may result in awards of multiple damages, attorneys' fees and costs, and even personal liability for certain corporate officers. Mandatory meal breaks, days of rest, compensable travel time, and city-mandated minimum wages are other examples where state and local laws may differ.

Federal, State, and Local Leave Laws

Similarly, different states and cities may have medical leave and paid sick time laws that differ significantly from what CIOs are familiar with under federal law or the law in the company's headquarters state. An employee's manager or the company's HR representative may ask the CIO to make decisions about whether to approve an employee's request for time off for medical reasons or to address an employee's absenteeism.

A good approach to these situations is to first evaluate whether the employee's leave should be approved under the company's medical leave or sick-time policy. Then, local, state, and federal medical and sick-leave laws must be reviewed to determine if the employee is legally entitled to job-protected leave and whether some portion of that leave must be paid. Once all medical leave is exhausted, the company needs to evaluate whether it must provide some additional time off as a reasonable accommodation to a disability under federal or state disability discrimination laws.

Organization Chart

Organizations are structured around many styles - centralized, decentralized, distributed, and various combinations of these. We have found that most Information System organizations need to have four basic legs associated with them, no matter how or where they report. The chart that follows depicts how these functions relate to the Chief Information Officer (CIO).

Executive Management

Chief Security Officer	—	Chief Info Security Officer		Chief Information Officer & CIO Small Enterprise		Chief Technology Officer

- Chief AI Officer
- Chief Compliance Officer
- Chief Experience Officer
- Chief Product Officer

- Chief Mobility Officer
- Chief Digital Officer
- Chief Data Officer

Planning	Personnel
Vice President	Vice President
Strategy & Architecture	Human Resources

Administration	Applications	Technical Support	Operations
Vice President	Vice President	Vice President	Vice President
Administration	Consulting Services	Technical Services	Information Services

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The Executive Management of Information Technology is structured based on the needs of the enterprise. Two new roles, Chief Technology Officer (CTO) and Chief Security Officer have appeared in recent years. In some enterprises the Chief Information Officer (CIO) reports to the CTO, in others they are peers. For this reason, we have depicted the CTO as being higher in rank with a dotted relationship. In some enterprises, the Chief Security Officer reports to the Chief Information Officer, among others the CSO is a peer of the CIO.

Information Technology in all organizations is comprised of five basic functions. Those functions are:

▶ Planning - All activities associated with defining the strategy, direction, and architecture for ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~ "Chief Technology
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~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~ erformance appraisal.

~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~ ure of Information

~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~ ign, development, implementation, and modification of programs, systems, and business operations.

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Chief Information Officer (CIO)

Position Purpose

The Chief Information Officer (CIO) is accountable for directing the information and data integrity of the enterprise and its groups and for all Information Technology functions of the enterprise. This includes all data centers, technical service centers, production scheduling functions, help desks, communication networks (voice and data), computer program development, mobile device interactions, and computer systems operations. He or she is responsible for maintaining the integrity of all electronic and optical books and records of the enterprise.

The CIO reviews all computerized and manual systems; information processing equipment and software for acquisition, storage, and retrieval; and definition of the strategic direction of all information processing and communication systems and operations. He or she provides overall management and definition of all computer and communication activities within the enterprise including responsibility for providing a leadership role in the data to day operations of the Information Technology function as well as providing direction as the enterprise grows through internal growth and external acquisition.

The CIO interacts with the executive management team to monitor and validate the enterprise's compliance with its security policies, which includes but is not limited to Sarbanes Oxley Section 404. Also, the CIO works closely with the Chief Security Officer of the enterprise

Problems and Chall...

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This position requires time management skills in directing a variety of projects in addition to an understanding of how information technology can be applied within the enterprise. The position requires supervisory/management experience and the flexibility to deal with people at a variety of levels; internally - (enterprise staff, the board of directors, finance staff, other senior executive staff), and externally - (auditors, customers, vendors, and industry associations).

Essential Position Functions

Principal Accountabilities

▶ Prepares enterprise objectives and budgets to facilitate the orderly and efficient capture, storage, processing, and dissemination of information.

▶ Interacts frequently with all Strategic Business Unit (SBU) management on internal and external operations that are impacted by the capture, storage, processing, and dissemination of information including review and approval of all major contracts for services and equipment in both the enterprise and SBUs Information Technology groups.

▶ Prepares quarterly and annual reports on the operations of all Information Technology operations of the enterprise.

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Organization Chart

Senior Management

Director IT Deployment
Director IT Infrastructure
Director IT Planning
Director Media
    Communications
Director Safety Program
Manager Availability /
    Automated Operations
Manager Competitive
    Intelligence
Manager Controller
Manager Green Initiatives
Manager Human Resources
Manager Information
    Architecture
Manager Planning and
    Integration Services
Manager Sarbanes-Oxley
    Compliance

Chief Information Officer

Data Protection Officer
Data Scientist
Digital Brand Manager

Indirect Reports

Personnel/Planning

Administration	Applications	Technical Support	Operations
Director Disaster Recovery and Business Continuity	Director Business Applications	Director IT Infrastructure	Director Information Technology
Director Electronic Commerce	Director Systems	Director Technical Services	Director Production Services/Data Center
Director IT Deployment	Director Systems & Programming	Director Telecommunication Services	Manager BYOD Support
Director IT Management and Control	Manager Artificial Intelligence	Manager Application Technology	Manager Computer Operations
Director Sarbanes-Oxley Compliance	Manager Application Development	Manager Data and Systems Engineering	Manager Customer Services Center
Manager Accounting for Information Technology	Manager Applications	Manager Data Warehouse	Manager Customer Site Support
Manager Administration and Facilities	Manager Blockchain Architecture	Manager Database	Manager Data Center
Manager Business Development	Manager Cloud Applications	Manager IoT	Manager Data Communications
Manager Change Control	Manager DevOps	Manager Microcomputer Technology	Manager Device Technology
Manager Compliance	Manager E-Commerce	Manager Network and Computing Services	Manager Facility and Equipment Support
Manager Contracts and Pricing	Manager Enterprise Architecture	Manager Network Services	Manager ISO Implementation
Manager Customer Service	Manager Internet Systems	Manager Personal Computing & Office Automation Support	Manager Media Library Support
Manager Data Security	Manager Internet/Intranet Activities	Manager Security and Workstations	Manager Operating Systems Production
Manager Disaster Recovery	Manager Office Automation Applications	Manager System Software	Manager Operations Support
Manager Disaster Recovery & Business Continuity	Manager Payroll System	Manager Technical Services	Manager Output Processing
Manager Help Desk Support	Manager Point of Sale	Manager Telecommunications Installation & Maintenance	Manager Production Services
Manager KPI Metrics	Manager Re-engineering	Manager Telecommuting	Manager Production Support
Manager Metrics	Manager Service Level Reporting	Manager Telephone and Wireless Services	Manager Safety Program
Manager Outsourcing	Manager Software Engineering	Manager Voice and Data Communications	Manager Site Management
Manager Property Management	Manager Store Systems	Manager Voice and Wireless Communications	Manager Site/Shift Operations
Manager Quality Control	Manager Systems & Programming		Manager Site Software / Device Services
Manager Record Administrator	Manager Transaction Processing		Manager User Support
Manager Social Networking	Manager Wireless Systems (Note could also be in Operations)		Manager Waster Management
Manager Training & Documentation			Manager WFH Support
Manager Vendor Management			
Manager Video & Website Content			
Manager Web Content			

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Data Protection Officer (DPO)

Position Purpose

The Data Protection Officer (DPO) is responsible for monitoring, informing, and advising the controller, the processor, and the employees who carry out the processing of their obligations according to the EU's General Data Protection Regulation (GPDR) and California's CaCPA.

The DPO monitors compliance with GPDR, with other EU or Member State data protection provisions and with the policies of the controller or processor concerning the protection of personal data, including the assignment of responsibilities, awareness-raising, and training of staff involved in processing operations, and the related audits

The DPO must be aware of the implications of legislated requirements that impact security for the enterprise. This includes but is not limited to GPDR, Sarbanes Oxley Section 404 requirements, and ISO 2000 Standards.

The DPO has the responsibility for global and enterprise-wide data protection and compliance; he/she is also responsible for the physical security, protection services, and privacy of the corporation and its employees. The DPO works closely with the chief security officer and must have a strong working knowledge of information technology and enterprise operations.
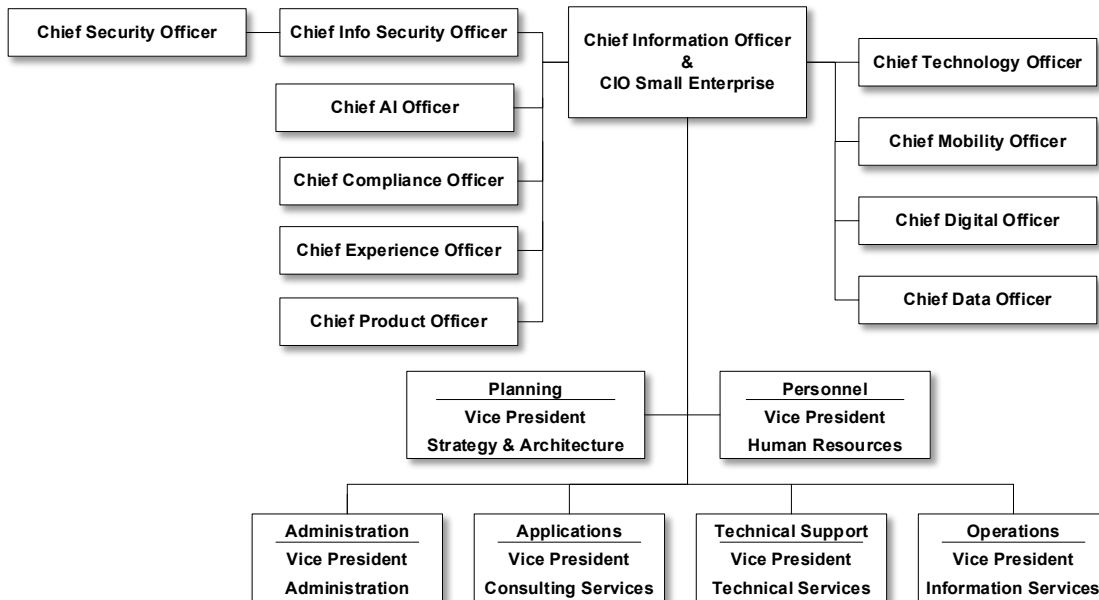
Problems and Challenges

The major chall

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- ► Educat
- ► Trainin
- ► Condu
- ► Servin   horities
- ► Monit   fforts
- ► Maintaining comprehensive records of all data processing activities conducted by the company, including the purpose of all processing activities, which must be made public on request
- ► Interfacing with data subjects to inform them about how their data is being used, their rights to have their data erased, and what measures the company has put in place to protect their personal information

Essential Position Functions

Principal Accountabilities

- ► Informs and advises the controller, the processor, and the employees who carry out the processing of their obligations according to GPDR and CaCPA.
- ► Monitors compliance with GPDR, with other EU or Member State data protection provisions and with the policies of the controller or processor concerning the protection of personal data, including the assignment of responsibilities, awareness-raising, and training of staff involved in processing operations, and the related audits;

Organization Chart

This layer of management is often required in enterprises with Information Technology functions that have more than 100 individuals in them. In small enterprises, these responsibilities are passed both up and down the organizational structure. Looking back at the charts presented in the Executive Management and Senior Management sections of this book, you can see that the span of control cannot be expanded to the recommended levels without having "multiples" of the positions described there. In addition, some middle-level managers report directly to the CIO.

The chart below depicts how the position can be grouped to help achieve that objective.

Middle Management

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                    ┌─────────────────────────────┐
                    │ Chief Information Officer    │
                    └─────────────────────────────┘
                                 │
                          ┌──────────────────┐
                          │ Personnel/Planning│
                          └──────────────────┘
                        Capacity Planning Supervisor
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Administration	Applications	Technical Support	Operations
Accounting Supervisor	Project Manager Applications	BYOD Support Supervisor	Computer Operations Assistant Manager
Assistant Controller	Project Manager Blockchain	Data Communications Assistant Manager	Computer Operations Assistant Supervisor
Change Control Supervisor	Project Manager Distributed Systems	Database Administrator	Computer Operations Shift Manager
Communication Administrator	Project Manager Enterprise Architecture	Desktop BYOD Support Supervisor	Computer Operations Shift Supervisor
Contract Management Administrator	Project Manager ERP	Information Center Manager	Customer Service Supervisor
Customer Service Coordinator Lead	Project Manager Implementation Deployment	Microcomputer Support Supervisor	Data Entry Supervisor
Disaster Recovery/Special Projects Supervisor	Project Manager Systems	Network Services Supervisor	Hardware Installation Supervisor
PCI-DSS Coordinator	Project Manager Technology	Project Manager Network Technical Services	Production Services Supervisor
Procurement Administrator	Project Manager Training	Supervisor Help Desk	Supervisor Safety Program
Record Management Coordinator	Supervisor POS	Voice Communications Manager	Waste Management Coordinator
Supervisor POS Training	System Administrator	Wi-Fi Network Administrator	
Word Processing Supervisor	System Administrator Lead		
	System Administrator Windows		
	System Administrator UNIX		
	System Administrator Linux		
	Webmaster		

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Accounting Supervisor

Position Purpose

The Accounting Supervisor is responsible for ensuring the accuracy and timely recording of Information Technology's accounts payable transactions; contractor payments, hardware and software purchase, license renewals, account reconciliations, and report definition and development.

The position also requires the development and implementation of accounting and operational standards, policies, and procedures that establish, maintain, and improve internal controls

Included is facilitating enhanced utilization of the financial systems through the development and implementation of continuing education programs and training for the division and corporate staff.

Problems and Challenges

The Accounting Supervisor is challenged with managing and understanding and developing procedures to properly report the financial health of Information Technology with a high level of reliability and compliance to Generally Accepted Accounting Principles (GAAP) and governmental regulations including Sarbanes-Oxley.

Essential Position F

Principal Accou

- ▶ Suppo... resented and in confor... nental regula...
- ▶ Establi... corded following management's general or specific authorization and consistent with GAAP.
- ▶ Direct, motivate, delegate, and empower staff in the successful performance of tasks and responsibilities while encouraging innovation.
- ▶ Develop, re-engineer, and implement innovative processes to enhance accounting, reporting, and payables functions to ensure the preservation and proper use of Information Technology's assets.
- ▶ Provide management and other appropriate internal organizations with accurate and timely financial information and reports.
- ▶ Coordinate Information Technology's Financial Systems support for all corporate and division accounting staff. Develop, establish, and implement educational programs and processes and procedures to empower divisional staff while maintaining sound internal controls.
- ▶ Direct Information Technology's input in the accurate and timely preparation, maintenance, and filing of all local, state, and federal tax filings, and any other government forms as well.
- ▶ Ensure all required Information Technology insurance binders are maintained, inventoried, and filed as required.

Organization Chart

Information Technology organizations are complex and dynamic. It is not unusual for individuals with one set of skills to be with the applications, planning, or operations groups of an organization. The approach that we have taken for classifying staff members is to place them where they will "most likely" be.

The chart below depicts how the position can be grouped to help achieve that objective.

Staff

Chief Information Officer

Personnel/Planning

Competitive Intelligence Analyst
Executive Secretary
Human Resources Generalist
Human Resources Specialist
IS Planning Analyst
Metrics Measurement Analyst
Planning Integration & Control Administrator

Administration

Accountant
Accounting Analyst
Accounts Payable Clerk
Administrative Assistant
Change Control Analyst
Customer Service Coordinator
Data Center Facility Administrator
Data Security Administrator
Disaster Recovery Coordinator
Forms & Graphics Designer
Internet-Intranet Administrator
Key Performance Indicator Analyst
Maintenance Contract
    Administrator
Operations Training Coordinator
Pandemic Coordinator
PCI-DSS Coordinator
Procurement Assistant
Procurement Coordinator
Record Management Coordinator
Staff Accountant
Quality Measurement Analyst
Wireless Coordinator
Word Processing Lead Operator
Word Processing Operator

Applications

Account Representative
Blockchain Developer
Business Analyst
Business Services Analyst
Cloud Computing Architect
Data Analyst
DevOps Application Designer
DevOps Quality Control Specialist
DevOps Software Engineer
DevOps Version Control Specialist
E-Commerce Specialist
Enterprise Architect
4th GL Specialist
4th GL Specialist Senior
ERP Architect
ERP Business Analyst
ERP Developer
ERP Functional Lead
ERP Process Owner
ERP Subject Matter Expert
ERP Team Leader
ERP Trainer
Full Stack Developer
LAN Applications Support Analyst
Object Programming
Object Programming Senior
On-Line Transaction Analyst
POS Coordinator
POS Senior Coordinator

Technical Support

Assistant Network Control
    Analyst
Audio Visual Technician
Database Specialist
Desktop Specialist
Desktop Technician
ERP Data Architect
ERP Decision Support Analyst
ERP Infrastructure Administrator
ERP Master Data Analyst
ERP Security Administrator
ERP Security Analyst
Internet Developer
Network Administrator
Network Control Analyst
Network Engineer
Network Services Administrator
Network Specialist
Network Specialist Senior
Personal Computer Specialist
Software Engineer
Software Quality Control; Tester
Systems Integrator
Systems Programmer
Systems Programmer Senior
Technical Services Specialist
Technical Specialist
Technical Specialist Senior
Telecommunications Technician

Operations

Computer Equipment/Network
    Analyst
Computer Operator Junior
Computer Operator
Computer Operator Lead
Data Entry Clerk
Hardware Installation Coordinator
Help Desk Analyst
Help Desk Technician
Information Security Analyst
IT Associate (Entry Level)
Librarian
Network Security Analyst
Network Technician
Media Librarian
Operations Analyst
Operations Analyst Senior
POS Hardware Coordinator
Print Operator
Production Control Analyst
Production Control Analyst Senior
Production Control Specialist
System Integrator
Tape Librarian
Waste Management Coordinator

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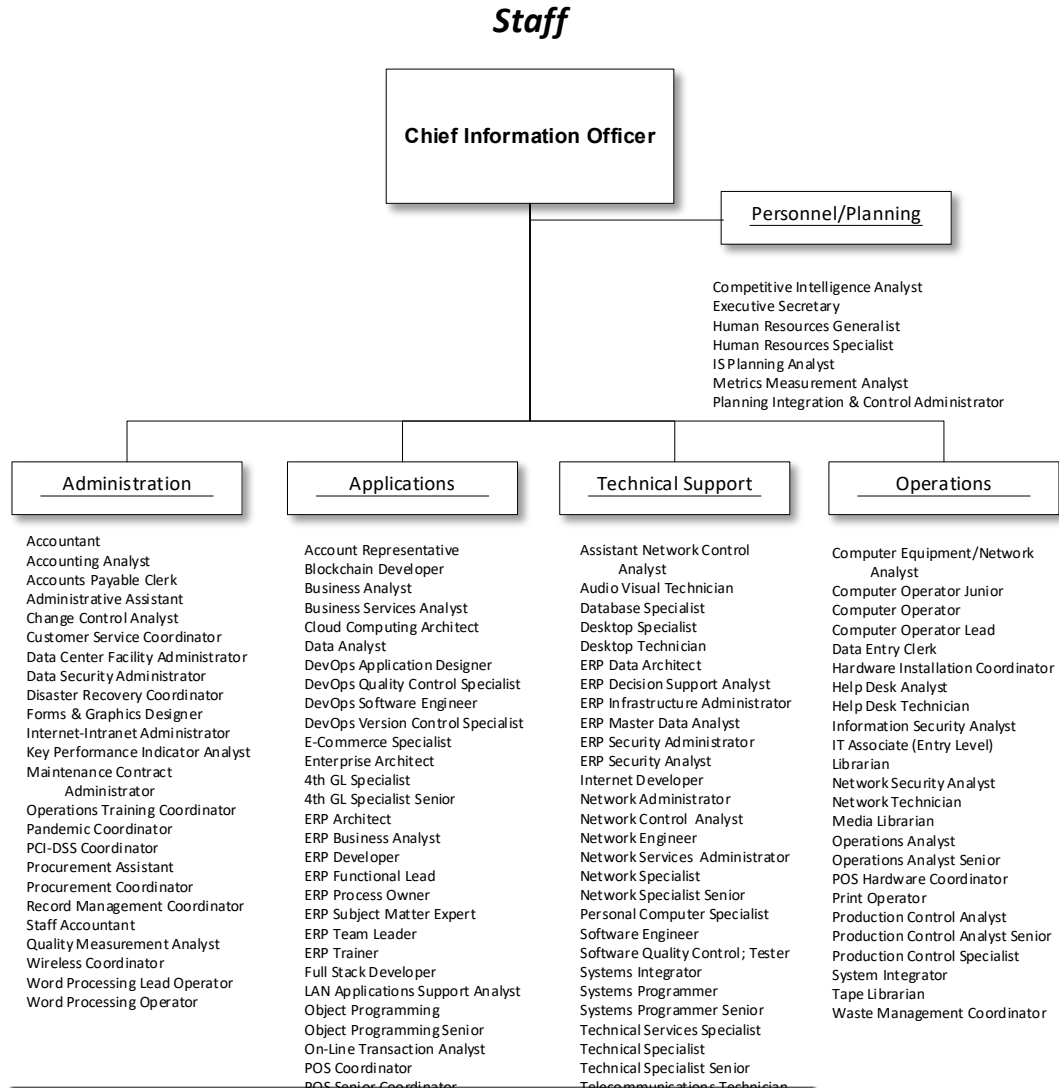
4th GL Specialist

Position Purpose

This position reports to the senior 4th GL Specialist and has responsibility for assisting in the installation, modification, and ongoing support of the 4th generation language environments. Other areas of responsibility will include supporting the personal computer and office automation environments to maintain environmental continuity.

Problems and Challenges

The 4th GL environment is the center of the enterprise's Information Technology and business automation applications development activities. It is extremely important to the enterprise that the applications developed in any 4th GL offer the highest reliability and performance possible. The 4th GL Specialist is challenged to maintain, upgrade, and troubleshoot the 4th GL software environment.

Essential Position Functions

Principal Accountabilities

- Participates in the development of programming standards that will be utilized in the 4th GL and environments.
- Troubleshoots and resolves hardware and software malfunction for a variety of centralized and decent...
- Assists ... ss issues.
- Provid... d personnel.
- Maint... ogical advances and re...
- Assists ... Center products or services.
- Provides ad hoc reporting and development support as needed.
- Performs at or above the enterprise's Information Technology performance standards.

Authority

- Assist the senior 4th GL Specialist in all aspects of 4th GL software usage including installation and upgrades.
- Assist in monitoring and reporting 4th GL software performance and reporting "bugs" to application developers and focus vendors.
- Assist in the development and maintenance of 4th GL application problem analysis and resolution techniques.
- Analyze and resolve problems quickly and efficiently
- Support applications and operations with technical consultation and specialized programming in the area of 4th GL applications.

Appendix

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Job Evaluation Questionnaire

Internet and IT Position Descriptions HandiGuide®

Position / Name: _____

Job Code _____

Exempt Status: _____

Instructions:

The Job Evaluation Questionnaire is comprised of three sections:

1:   Position Attributes have been displayed in matrix format. The attribute categories are:

                   o Leadership Skills
                   o Analytical Skills
                   o Consequence of Error

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1.   Rank each attribute ... *zero (0) if the attribute does not apply.*

2.   An Organization Ch ... *information provided, provide the information omitted and make any changes as re* ... *their group. Additional boxes have been provided for convenience only.*

3.   General Information about the position which has not been covered within the previous two sections.   Please answer each question as completely as possible.

Completed By: _____ Dated: _____

Overall Skills	0	1	2	3	4	5	Leadership Skills	0	1	2	3	4	5
Written Communication	0	1	2	3	4	5	Scheduling	0	1	2	3	4	5
Oral Communications	0	1	2	3	4	5	Training	0	1	2	3	4	5
Interpersonal	0	1	2	3	4	5	Coaching	0	1	2	3	4	5
Creativity	0	1	2	3	4	5	Evaluating	0	1	2	3	4	5
Judgment	0	1	2	3	4	5	Counseling	0	1	2	3	4	5
Leadership	0	1	2	3	4	5	Orienting	0	1	2	3	4	5
Analytical	0	1	2	3	4	5	Developing	0	1	2	3	4	5
Technical	0	1	2	3	4	5	Directing	0	1	2	3	4	5
Mechanical	0						**Job Knowledge**						
Eye/Hand Coordination	0							0	1	2	3	4	5
Analytical								0	1	2	3	4	5
Routine/Repetitive	0							0	1	2	3	4	5
Interpretative	0							0	1	2	3	4	5
Subjective	0							0	1	2	3	4	5
Diverse	0							0	1	2	3	4	5
Complex	0	1	2	3	4	5	Single Functional Area	0	1	2	3	4	5
Long Range Planning	0	1	2	3	4	5	Multiple Functional Areas	0	1	2	3	4	5
Latitude							**Consequence of Error**						
Follows Established	0	1	2	3	4	5	Productivity Loss	0	1	2	3	4	5
Uses Judgment w/ Supv.	0	1	2	3	4	5	Monetary Loss	0	1	2	3	4	5
Uses Judgment w/o Supv.	0	1	2	3	4	5	Adversely Affect Customer	0	1	2	3	4	5
Establishes Precedents	0	1	2	3	4	5	Adversely Affect Other	0	1	2	3	4	5
Educational Prerequisites							Delay in Project (s)	0	1	2	3	4	5
High School	0	1	2	3	4	5	Loss of Service	0	1	2	3	4	5
Technical School	0	1	2	3	4	5	Waste of Materials/Equip.	0	1	2	3	4	5
4 Year College Degree	0	1	2	3	4	5	Damage to Equipment	0	1	2	3	4	5
Graduate Degree	0	1	2	3	4	5	Adversely Affect Corp.	0	1	2	3	4	5
Specify Major or							Physical Harm	0	1	2	3	4	5

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Termination Checklist

Employee Name		ID Number	
Forwarding Address		Last Day Worked	Click here to enter a date.
Phone Number			
Supervisor		Department	

Instructions: Place your initials and next to the action taken

Termination Type

☐ **Voluntary Termination**

_____ Written Resignation Letter

☐ **Other:** _____

_____ Supporting Documentation

☐ **Involuntary Termination**

_____ Corrective Action Followed

_____ Employee explanation provided

_____ HR Reviewed Information

_____ Letter of termination included reasons

Reviewed by Employee

_____ Effective Date of Terminat[...]

_____ Final Pay Check

_____ Benefits

_____ How References will be ha[...]

_____ Subsequent access to pre[...]

_____ Rehire Eligibility ☐ Yes ☐[...]

Give to Employee (Optional)

_____ Exit Interview

_____ Benefits Book

_____ Contact Information for HR

_____ Contact Information for Department

Other

_____ Clean Work Area – Personal Belongings Removed

_____ Process Electronic Termination From Systems

Notes:

Collect From Employee

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PAGES HAVE BEEN EXCLUDED

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_____ Expense Reports

_____ Other: _____

Cancel

_____ Computer/Network Access

_____ Long Distance Authorization

_____ Email account

_____ Phone List

_____ Credit Cards

_____ Security Codes

_____ Direct Deposit

Signature _____

Date _____

JANCO ASSOCIATES, INC.

Version History

2024

- ▶ Updated job description for latest mandates
- ▶ Added the following job descriptions
  - Chief AI Officer
  - Chief Information S

2023

- ▶ Updated job description for latest mandates
- ▶ Added the following job descriptions
  - Chief Product Officer
  - Full Stack Developer
  - Web 3 Analyst
  - Web 3 Developer

2022

- ▶ Updated job description to reflect post pandemic issues
- ▶ Added the following job descriptions
  - Manager Artificial Intelligence
  - Digital Content Specialist
  - Systems Analyst job family
    - i. Level I
    - ii. Level II
    - iii. Level III
    - iv. Level IV
    - v. Level V
  - Wi-Fi Application Support Analyst

2021

- ▶ Adding a section in Mandated Issues listing legal considerations
- ▶ Update job descriptions to reflect Work From Home (WFH)
- ▶ Added the following job descriptions
  - Manager Telecomputing
  - Manager WFH Support

Janco Associates, Inc.

2020

- ▶ Updated jobs descriptions to be gender neutral
- ▶ Updated job description to meet all mandated US, EU, and International requirements
- ▶ Added the following job descriptions
  - Chief Experience Officer
  - Manager Blockchain Architecture
  - Project Manager Blockchain
  - Blockchain Analyst
  - Manager DevOps
  - DevOps Application Designer
  - DevOps Quality Control Specialist
  - DevOps Software Engineer
  - DevOps Version Control Specialist

2019

- ▶ Reviews all job description to update for compliance to GDPR and CaCPA
- ▶ Added 12 job descriptions

2018

- ▶ Reviewed all the job descriptions to update compliance, social networking, and blockchain implication
- ▶ Added section on sexual harassment
- ▶ Updated electronic version of the Termination Checklist
- ▶ Added 7 job descriptions

2017

- ▶ Added ePub file format for Job Descriptions
- ▶ Added 7 job descriptions
- ▶ Updated electronic forms
- ▶ Updated social networking aspects of the detail job descriptions

2016

- ▶ Updated to meet compliance requirements
- ▶ Updated to reflect BYOD changes in several job descriptions
- ▶ Added 3 job descriptions

2015

- ▶ Added 7 job descriptions

2014

- ▶ Updated job descriptions to meet compliance requirements
- ▶ Updated Employee Termination Form to include BYOD and Personal Computer data removal
- ▶ Added 3 job description

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2013

▶ Added 18 job descriptions

2012

▶ Added Termination Procedure
▶ Added Termination Checklist and Electronic Form
▶ All job descriptions were reviewed and modified where necessary to meet all currently mandated compliance requirements
▶ Added 7 Job Descriptions

2011

▶ Extensive updates on the following Job Description
  • Chief Technology Officer
▶ All job descriptions were reviewed for compliance with currently mandated requirements
▶ Added 7 Job Descriptions

2010

▶ Added sections
  • Best Practices for Resume Screening
  • Best Practices for Phone Screening
▶ All job description reviewed for compliance with CobiT standard
▶ Added 11 Job Descriptions

2009

▶ All job descriptions reviewed for compliance with the PCI-DSS standard
▶ The format for all job descriptions converted to CSS Style Sheet.
▶ Added 10 job descriptions
▶ Added Candidate Interview Control Log
▶ Added Section on motivating employees

2008

▶ All job descriptions review for compliance with the ISO 27000 Standards.
▶ The section on Sexual Harassment added.
▶ Added 8 job descriptions
▶ Files provided in both Office 2007 and Office 2003 formats.
▶ Update style sheets to conform with Office 2007
▶ HandiGuide completely reformed with a new crisp style

2007

- ▶ All job descriptions reviewed for compliance with Sarbanes-Oxley (SOX), Patriot Act, Health Insurance Portability and Accountability Act (HIPAA), Sensitive Information Legislation, and Privacy Legislation.
- ▶ New employee hiring process recommendations
- ▶ Added 2 job descriptions

2006

- ▶ All job descriptions reviewed for compliance with Sarbanes-Oxley
- ▶ All job descriptions reviewed for spelling and grammar
- ▶ Added 8 job descriptions