

# INFORMATION TECHNOLOGY POSITION QUESTIONNAIRE FORM

## Employee Instructions

Please complete this Information Technology Position Questionnaire form. This questionnaire will be used to assist the human resources department in determining the proper allocation of your position.

## Submittal Requirements:

This form may be completed manually or electronically. Please discuss your options with your personnel officer. You may include exhibits to explain your responses or provide additional information. Please note the appropriate question you are referring to when providing exhibits. Make sure the Personnel Officer has a copy of all your exhibits. Keep a copy of your questionnaire and all exhibits.

Manual Submittal: Please complete the form and give it to your first- and second-level supervisor for comments. All parties will be required to verify and sign the appropriate sections of the form. Submit to your personnel officer. The questionnaire may be forwarded to the Director of the Department of Personnel (DOP) in the event of an allocation appeal.

Electronic Submittal: Please complete the form electronically and E-mail it to your first- and second-level supervisor for comments. All parties will be required to verify and sign the appropriate sections of the form. E-mail the completed form to your personnel officer. The questionnaire may be forwarded to the Director of the Department of Personnel (DOP) in the event of an allocation appeal.

## To Use Electronic Position Questionnaire Form:

Save the form as a Microsoft Word document (version 6.0 or higher).

This questionnaire form may not be compatible with other software (including WordPerfect and Microsoft Works) and therefore may not be accepted if saved as such.

## Navigation:

1. To move from field to field, use the "Tab" key or Click on the appropriate gray field with mouse pointer.
2. To mark a check box, i.e., , click on the box with mouse pointer. Clicking a second time will uncheck the box.

## Formatting:

This form uses the "Protect Document" function in the Tools menu. This setting provides the ability to Tab from field to field and complete the form quickly. Use this function to complete the form. The "Unprotect Document" function disables the ability to Tab from field to field, and allows formatting for adjusting fields prior to printing. You should complete all requested information *prior* to using the "Unprotect Document" function.

1. Complete the form with the Protect function enabled. (This is the default setting for the document)
2. To adjust formatting in Word, click on the Tools menu and then "Unprotect Document". This will enable you to enter returns and/or spaces where necessary to adjust page breaks and other formatting.
3. Use the mouse to navigate within the unprotected document.
4. **DO NOT use or reset the "Protect Document" function after you've filled in the information on the form and adjusted formatting.** Doing so will erase all completed information, leaving you with a blank Questionnaire form.

## Printing:

1. To print, click on the "File" menu at the top of the screen, choose "Print", for either the whole document or selected pages.
2. If you receive an error message saying that some of the document lies outside of the printable area, Word will automatically make the necessary adjustments if you click "OK" or "Fix".

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Employee Name (Last, First, Initial)		Present Classification Title		Working Title (if different)			
Institution	Institution Mailing Address			E-mail Address (optional)			
Division, Department, or Unit		Building	Room No.	Work Phone			
Work Week (e.g. M-F)	Hours: (e.g. 40)	Months/Yr. (e.g. 12)	Shift (e.g. day)	Duration of Employment			
				With Institution		With Present Duties	
				Years	Months	Years	Months
Supervisor Name (Last, First, Initial)		Title	E-mail Address		Work Phone		

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**PART I - Major Job Duties**

**INSTRUCTIONS**

Describe your major job duties (those which take at least 5% or 2 hours a week to perform) following the example given below. Try to group similar tasks into major duties. Be sure to give the approximate percentage of time per month you perform each major duty.

If you have completed a position description form for your local position review, you may attach a copy here instead of completing this page of the form. If not, describe your entire job - include your routine and occasional duties.

Generally, the duties you describe should encompass the previous six- to twelve-month period, including projects that may have been completed in that time.

**IMPORTANT** - Read this Position Questionnaire carefully and provide all of the requested information.

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Question 1. Fill in the following Table:

MAJOR DUTY		DESCRIPTION OF DUTIES
List the major duties in your regular work assignment. In the small box, show the percentage of time you spend on the duty each month.		Describe the things you do to complete each of these duties.
40%	Example: Provide basic IT technical support to computer system users	<ul style="list-style-type: none"> <li>• Provide correct log-on procedures</li> <li>• Change user passwords; install new keyboards</li> </ul>
%		
%		
%		
%		
%		
%		

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Question 2: How do you receive your work assignments?

**INSTRUCTIONS:** Work assignments can come from co-workers, supervisor, lead workers, users, or others. In what form are your work assignments given to you? Work assignments can be spoken, written, given by your position description, or come as a result of your own initiative or idea.

Title	Method	Assignment
Example: - Supervisor - Clients	- Verbally - Work Ticket	- Assigns work in meetings - E-mails work ticket to fix PC.

Question 3: When you have a question about how to do your work, who do you ask?

Title	Type of Question
Example: -Supervisor	-Approval to purchase equipment.

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Question 4: Describe your use of laws, rules, policies, procedures, manuals, or other guidelines to do your job.

Type	Use
Example: - Manual	- Follow Manual to load software onto client's PC.

Question 5: Do you use advanced hardware and software diagnostic tools such as network analyzing equipment and operating system diagnostics to identify and either resolve or refer problems to other staff for analysis?     YES     NO If yes, provide examples:

Tool	Use

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Question 6. If you had to train a qualified person to do your job, how long would it take?

Time:
Explain:

Question 7. Describe how your work or progress is checked by your supervisor and how often.

How Work or Progress is Checked	Frequency
Example: - My Supervisor only reviews my work if there is a problem. - My Supervisor checks my work after each step of the repair	- Occasionally - Daily

Question 8. Does your job require you to interact with people? If so, complete the following:

Who Contacted?	Why Contacted?	How Often Contacted:
Example: - Clients - Vendors	- Resolve Problems on their PC's. - Coordinate upgrades to software	- Daily - Monthly

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Question 9. From the following list, check the tasks you perform on a regular basis.

1.  Providing correct log-on procedures, equipment maintenance procedures, operation and system usage procedures.
2.  Changing user passwords.
3.  Maintaining simple inventories of computer and/or voice equipment and diagrams.
4.  Re-imaging systems.
5.  Replicating software images.
6.  Installing software.
7.  Upgrading memory or installing components.
8.  Coding, testing and implementing components of programs based on specifications.
9.  Assisting with the upgrade/maintenance of smaller components of application projects or existing applications.
10.  Assisting in testing and evaluating hardware/software, or telecommunication products.
11.  Assisting in identifying customer problems on multiple platforms/computers and suggesting remedies.
12.  Conducting routine debugging using pre-determined methods to resolve low-risk problems.
13.  Isolating application problems and assisting with resolution.
14.  Isolating system problems and coordinating resolution.
15.  Performing basic tests on hardware/software and making simple repairs using pre-determined methods.
16.  Consulting with customers to identify and analyze technology needs and problems.
17.  Analyzing problems for parts of applications and solving problems with some assistance.
18.  Supporting and enhancing existing applications in compliance with specifications and standards.
19.  Processing equipment and service orders.
20.  Coordinating installations, moves, and changes.
21.  Responding to and resolving trouble reports from users.
22.  Writing specifications and developing reports.
23.  Developing and conducting application, software and/or system operation training for users.
24.  Serving as part of a problem solving team addressing complex issues.
25.  Acting as project leader for projects.
26.  Conducting needs assessments.
27.  Evaluating products and consulting with customers to analyze technology needs and problems.
28.  Creating installation plans.
29.  Independently installing and configuring hardware/software.
30.  Working with vendors to resolve problems.

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31.  Developing specifications and codes for components of large applications.
32.  Supporting, maintaining and enhancing existing applications.
33.  Analyzing and correcting network malfunctions.
34.  Conducting capacity planning and making recommendations.
35.  Designing multiple-server systems.
36.  Designing specialized interfaces.
37.  Designing and providing instructional technology support.
38.  Managing multi-server systems.
39.  Developing and implementing quality assurance testing and performance monitoring.
40.  Acting as a liaison on the development of client/server applications.
41.  Representing institution-wide computing and/or telecommunication standards and philosophy at meetings.
42.  Developing security policies and standards.
43.  Facilitating application interfaces and application integration.
44.  Assisting others in de-bugging problems with vendor products.
45.  Researching environment issues, platforms, software and hardware requirements.
46.  Performing data analysis.
47.  Developing and maintaining logical data models.
48.  Designing large-scale or enterprise systems crossing multiple networks, platforms or telecommunication environments.
49.  Developing project plans.
50.  Directing large-scale, enterprise, or mission-critical projects.
51.  Identifying and resolving operational problems for systems.
52.  Conducting capacity planning to determine institution-wide needs and making recommendations.
53.  Developing comprehensive instructional technology support strategies.
54.  Writing feasibility studies and decision packages for high visibility/impact initiatives.
55.  Analyzing and resolving very complex problems such as multiple product problems or major conflicts caused by a new software version.
56.  Developing and implementing technical policies.
57.  Developing requests for proposals, feasibility studies and decision packages for high visibility/impact projects.
58.  Presenting alternatives and recommendations to executives.
59.  Reviewing project data models for compliance with institutional model.
60.  Developing training plans and training staff in data modeling, data-modeling case tools data repository, and data dictionary.
61.  Consulting with information technology staff regarding business rules, data integrity, data location and use.
62.  Supporting, maintaining, and enhancing database management systems.
63.  Developing and implementing on-site backup and recovery procedures and schedules.

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64.  Leading others. (Please list names and titles of those you lead, i.e. regularly assign, instruct, and check the work of others.)

Name	Title

65.  Supervising lower-level staff (Please list names and titles of those you supervise, i.e. with delegated authority, interview and recommend selection of applicants, train new employees, assign and schedule work, act upon leave requests, conduct annual performance evaluations and recommend disciplinary action.)

Name	Title

Question 10. Using the selections you made in Question 9 as a guide, pick your highest-level tasks and list them in the left column below. Provide examples of the most difficult work associated with those tasks in the right column.

Item #	Highest-level Task(s)	Example(s) of Most Difficult Work
Example -53	-Developing Project Plans	- Coordinating installation schedule across departments.

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Question 11. Is your position responsible for planning?  Yes  No (Go to 13)

- a. If you answer yes, please complete the remainder of this question. Indicate by marking the appropriate boxes or filling in the applicable blanks if the statements below apply to your position.

Statement	Yes	No
a. I plan only for my position.	<input type="checkbox"/>	<input type="checkbox"/>
b. I plan for my position and _____ other positions.	<input type="checkbox"/>	<input type="checkbox"/>

- b. List the other positions by title:

Position	Title

- c. I plan for an entire organization: (Describe: \_\_\_\_\_ )

(1) number of employees in the organization:

(a) faculty:

(b) administrators:

(c) classified employees:

(2) number of clients served:

(3) amount of annual budget: \$

- d. My plans cover a period of: (check)

one week

one month

one fiscal year

a biennium

- e. My planning includes forecasts for the following:

(1) People (how many)

(2) Equipment (how much) \$

(3) Space (number of square feet)

(4) Funds (how much) \$

(5) Clients (how many)

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f. Give at least two examples of your planning.

(1)

(2)

Question 12. Does your position have decision-making authority?  Yes  No (Go to 14)

If you answer yes, please complete the remainder of this question. Give at least two examples of decisions you make independently without first checking with your supervisor.

1.

2.

Give at least two examples of decisions you make after checking with your supervisor:

1.

2.

Question 13. If you have signature authority for your supervisor, list which documents you can sign.

Documents:

1.

2.

3.

4.

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Question 14. Do you represent your supervisor when he/she is absent? Yes No (Go to 16)

If yes, what authority do you have?

- Complete authority (includes fiscal authority over physical resources and personnel actions)
- Limited authority (includes day-to-day activities or routine responsibilities, but no fiscal authority)
- No authority

Explain:

Question 15: To the best of your ability, fill in the organization chart. Do not abbreviate class titles.

- PUT YOUR CLASS TITLE IN THE BOX INDICATED.
- PUT YOUR SUPERVISOR'S CLASS TITLE IN THE BOX ABOVE YOURS.
- PUT THE CLASS TITLES OF OTHER PEOPLE WHO REPORT TO YOUR SUPERVISOR IN THE BOXES NEXT TO YOURS.
- PUT THE CLASS TITLES OF PERSONS WHOSE WORK YOU DIRECT IN THE BOXES BELOW YOURS.
- GIVE A BRIEF SUMMARY OF THE RESPONSIBILITIES OF THOSE EMPLOYEES WHOSE WORK YOU DIRECT.

*SOME EXAMPLES OF CLASS TITLES: Information Technology Consultant I, Computer Maintenance Technician II, Computer Support Analyst III.*

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Title of your Supervisor's Supervisor

Title of your Supervisor

Name and class titles of other positions reporting to your supervisor

Your position class title



Name and class titles of persons whose work you direct.

a.

b.

c.

d.

### BRIEF SUMMARY OF WORK PERFORMED BY PEOPLE YOU DIRECT

a.

b.

c.

d.

Question 16. Please provide any additional comments you feel are important to help determine the proper allocation of your position:

Comments:

Your Signature: \_\_\_\_\_

Date: \_\_\_\_\_

***If your job contains lead or supervisory duties, complete Part II.  
If not, return the questionnaire to the Personnel Office***

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**PART II**

**APPLIES TO LEAD AND SUPERVISORY POSITIONS**

INSTRUCTIONS: Complete this section if your position is responsible for any of the following:

- A. DIRECTING THE WORK OF OTHERS
- B. LEADING OTHERS
- C. SUPERVISING OTHERS

Question 1. Check the duties you perform:

- Assign work to others
- Check work of others
- Train employees to do their job
- Schedule hours of other employees
- Report progress/problems of other employees
- Report hours of work of others
- Establish goals for work unit
- Plan work of others
- Approve leave usage of other employees
- Respond to grievances
- Make hiring recommendations
- Conduct annual and/or interim employee performances evaluations
- Discipline employees
- Make recommendations for dismissal
- Develop performance expectations for other positions
- Develop position descriptions for other positions
- Resolve conflicts
- Coach, counsel employees
- Recommend layoff actions
- Change employee assignments or shifts

B. How much time do you spend performing the above duties? (hours per month):

Question 2. In the chart below indicate the number of people, by type, whose work you direct, and the hours they work each week.

Kind of Employee(s) You Direct	Number of Employee(s) You Direct	Total Hours Employee(s) Work Each Week
Classified		
Temporary or less than 1/2 time		
Students		
Volunteers		
Other:		
<b>TOTALS:</b>		

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Question 3. Complete the following:

- a. How many employees are there in your supervisor's organization? #
- b. What is the amount of your supervisor's budget? \$
- c. What is the amount of your budget? \$
- d. If your organization serves clients, how many does it serve? #
- e. How many employees report directly to you? #
- f. How many supervisors report directly to you? #

Question 4. Check the statements that apply to your position.

The person(s) whose work I direct:

- Are in the same class as mine.
- Are in a lower class.
- Perform the same or similar work as I do.
- Perform different work than I do.
- Report directly to me.
- Report directly to my supervisor, but I have charge of their day to day activities.

Question 5. Please indicate at least two important decisions are you required to make concerning the following: (If you do not make decisions regarding an item, write "none" after the item.)

- a. Employees:
- b. Projects:
- c. Equipment/materials:
- d. Space:
- e. Funds:
- f. Others:

Your Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**RETURN YOUR COMPLETED QUESTIONNAIRE TO THE PERSONNEL OFFICE**

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**PART III  
MANAGEMENT AND PERSONNEL OFFICER STATEMENT**

**SUPERVISOR**

TO BE COMPLETED BY THE EMPLOYEE'S IMMEDIATE SUPERVISOR

INSTRUCTIONS: Please review this employee's position questionnaire. Do not change any of the employee's responses. Please make your comments below. Be sure to answer all questions.

STATEMENT
General comments as to accuracy and completeness of statements of employee: Response:

Question 1. The employee's statements are accurate and complete except: (please be specific)

Response:
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(Note: Please attach a separate page if you need more space.)

Question 2. Which class specification do you believe best describes the employee's position as a whole?

Why?
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- a. How long has the employee been performing these duties?
- b. Did you assign these duties in writing?  Yes  No If yes, when?  
(Please attach a copy of any written correspondence regarding the addition of duties.)

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Question 3. What level of supervision do you exercise over this position?

Response:
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Question 4. Please give examples of decision-making authority you have delegated to this position.

Examples:
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**SUPERVISOR:**

- Discuss the above comments with the employee and provide a copy of this section if requested.
- If possible, attach the organization chart for your department to this document.

Supervisor's Name:

Supervisor's Position Title:

Telephone Number:

E-mail Address:

Date:

Signature of Supervisor: \_\_\_\_\_

**DEPARTMENT HEAD OR SECOND-LEVEL SUPERVISOR:**

TO BE COMPLETED BY THE SECOND-LEVEL SUPERVISOR OR DEPARTMENT HEAD

INSTRUCTIONS: Please review this employee's position questionnaire and comments of the immediate supervisor. Do not change any of the employee's responses. Please make your comments below.

STATEMENT
Please provide your comments as to accuracy and completeness of statements of employee and

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immediate supervisor.

Comments:

Signature of Department Head or Authorized Representative: \_\_\_\_\_

Date:

Position Title:

Phone Number:

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**PERSONNEL OFFICER**

TO BE COMPLETED BY THE INSTITUTION'S PERSONNEL OFFICER

Position audit completed on (Date): \_\_\_\_\_ (Phone Number) \_\_\_\_\_

Position audit conducted by: (Name) \_\_\_\_\_ (E-mail) \_\_\_\_\_

**Results of Audit:**

Position was Reallocated From: \_\_\_\_\_ To: \_\_\_\_\_

Effective Date of Reallocation: \_\_\_\_\_

Position Was Not Reallocated:

List of Classes Considered:

Rationale for Decision:

Personnel Officer: \_\_\_\_\_ Signature \_\_\_\_\_