

# Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

Agency  
Number

CHECK ONE:     NEW POSITION                       EXISTING POSITION

**Part I - Items 1 through 12 to be completed by department head or personnel office.**

1. Agency Name Kansas Department for Children and Families		9. Position No. K0224537	10. Budget Program Number 29115	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Technology Support Supervisor	
3. Division East Region DCF ITS			12. Proposed Class Title Unclassified	
4. Section Operations	For Use By Personnel Office	13. Allocation		
5. Unit Information Technology Support		14. Effective Date		
6. Location (address where employee works)  City: Topeka Region                      County: Shawnee		15. By	Approved	
7. (circle appropriate time) Full time    X                      Perm.    X                      Inter. Part time                      Temp.                      %		16. Audit Date:                                      By:		Date:                                      By:
8. Regular hours of work: (circle appropriate time)  FROM: 8:00 AM    To: 5:00                      AM/PM	17. Audit Date:                                      By:		Date:                                      By:	

Position  
Number

**PART II - To be completed by department head, personnel office or supervisor of the position.**

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

This is a Technical Supervisory position responsible for Regional IT staff supporting an Information Technology and Telecommunications distributed environment. This includes, but is not limited to, providing staff oversight, guidance, discipline, problem resolution, event management, as well as hardware and software procurement. This position is Technical in nature with a focus on customer service, working daily with Agency Business and Operations Units, contractors, and central office staff. This position supports Central Office and Regional IT Services, Regional and Statewide projects, new technology planning/implementation and Regional Operations support functions. This position is accountable for the end-user experience in a Region which includes Counties defined by Agency Statewide distribution of Service Center locations. Frequent travel is required to Agency Service Centers in the Region. Occasional travel to off-site meetings, other Regions across the State, and training, is expected.

19. Who is the supervisor of this position? (Person who assigns work, gives directions, answers questions and is directly in charge)?

<b>Name:</b> Lisa Schmitt	<b>Title:</b> Manager of Field IT	<b>Position Number:</b> K0222134
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Who evaluates the work of an incumbent in this position?

<b>Name:</b> Lisa Schmitt Paul Shafer	<b>Title:</b> Manager of Field IT Assistant Regional Operations Director	<b>Position Number:</b> K0022134 K0214654
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20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

Work is diversified in nature that usually involves multiple unrelated steps. Assignments are given in the form of overall objectives for Agency and Business outcomes. This position has latitude in developing goals and initiate work assignments to staff proactively as needed to be successful, meet the Mission of the Agency, and ensure quality customer focused results. This position develops work and project plans, assigns tasks, and manages project deadlines meeting Agency and Business outcomes and IT Strategic Objectives. Instructions are given either in written or verbal form with general and/or specific outcomes described. Employee support is provided by training, rules, regulations, policies and procedures of ITS, OITS, Enterprise Security, as well as by computer hardware and software representative documentation. Over time and weekend work may be required on occasion as the business dictates.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

**What** is the action being done (use an action verb); **to whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

**Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task.** Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	
50%	E	This position is responsible for managing the Field IT Technical Staff located within a designated DCF Region. This staff provides IT and Operations support services to the Regional offices located in the designated DCF Region. Duties within this section include every day management of resources, evaluations, and other administrative duties involved with managing this technical staff and providing for IT need of the designated DCF Region and Business Units. This position is at times asked to join the Regional Leadership Team, consults, communicates IT initiatives and attends Leadership meeting as requested.
35%	E	This position is responsible for the acquisition and asset management of Information Technology related goods and services in accordance with Agency policy, IT/Security procedures, IT standards and IT Best Practices. This position manages these responsibilities while maintaining budgetary control and security of assets. Duties include researching solutions, recommend IT hardware/software solutions, identify and seek training for technical staff to ensure knowledge of current and future technologies. This position is responsible for producing technical documents and training staff and end-users. This position supports and communicates Central Office and OITS Strategic Objectives and IT/Security best practices within the Region IT and Business Units. The ability to define a technical Scope of Work, bid submission, Contractor negotiation and Vendor management skills are required for this position to successfully support Operations related work tasks.
10%	E	This position is a "Working Supervisor" position providing backup for the designated Region end-users, applications, training, issues and helpdesk incidents. This position is technical in nature and the duties include knowledge of all aspects of support the IT hardware/software and Agency applications. This position is able to ensure end-user, operations and remote location issues are acknowledged and resolved in a timely manner avoiding impacts to the network, IT and Business Unit Services.
5%	E	Other duties as assigned by supervisor.

22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:

- Lead worker assigns, trains, schedules, oversees, or reviews work of others.
- Plans, staffs, evaluates, and directs work of employees of a work unit.
- Delegates authority to carry out work of a unit to subordinate supervisors or managers.

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b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

<b>Name</b>	<b>Title</b>	<b>Position Number</b>
Vacant	Technology Support Consultant II	K 0042939
Sue Townsend	Technology Support Technician I	K0048590
Mark Rountree	Technology Support Consultant II	K0176233
Marge Riggin	Technology Support Consultant II	K0163224
Nina Bosley	Technology Support Consultant II	K0109417

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23. Which statement best describes the results of error in action or decision of this employee?

- Minimal property damage, minor injury, minor disruption of the flow of work.
- Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
- Major program failure, major property loss, or serious injury or incapacitation.
- Loss of life, disruption of operations of a major agency.

Please give examples.

Responsible for availability and integrity of Shared Regional User Data critical to DCF Business Customer Client Services. Directly supports Service Center Building Security, Safety, Disaster Recovery, and Evacuation Planning. Frequent travel is required and off-site work assigned to staff ensuring health, welfare, and hazards of nature are considered.

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Daily contact with Regional IT staff, Business Units, Public, Contractors, and Vendors. Frequent contact with Central Office and Statewide staff. The purpose of the contact is project initiatives, obtain product information, technical specifications, problem solving, obtain vendor/contractor pricing, meeting, and presenting IT related information to Regional Leadership.

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25. What hazards, risks or discomforts exist on the job or in the work environment?

Normal office work environment which could result in eye strain or lower back strain. Risk of hazards while traveling throughout the Region. This position will be required to physically move technology equipment which could result in neck, shoulder, or back injury. May be exposed to electrical hazards. Work environment may involve disagreeable weather conditions.

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26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

Probably daily use includes but is not limited to the following:

- Computers, Servers, and Printers
- LAN Equipment
- Remote Desktop Management Software
- Commercial Hardware and Software
- Legacy and VoIP Telecommunications Equipment
- Motor Vehicles
- Wireless Handsets and Network Devices
- Fax Machines
- Multifunctional Copiers

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**PART III - To be completed by the department head or personnel office**

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27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

High school diploma or equivalent and three years advising and assisting computer users in a distributed computing environment. Education may be substituted for experience as determined relevant by the agency.

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Education or Training - special or professional

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Licenses, certificates and registrations

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Special knowledge, skills and abilities

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Experience - length in years and kind

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28. **SPECIAL QUALIFICATIONS:** State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Must be able to lift up to 35 pounds. Any lifting over 35 pounds requires assistance. Handle large packages and equipment. Work with high voltage equipment. Frequent travel throughout the region, as well as across the state for meetings.

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Signature of Employee

Date

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Signature of Personnel Official

Date

**Approved:**

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Signature of Supervisor

Date

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Signature of Agency Head or  
Appointing Authority

Date