
GUIDE TO COMPLETING THE ROLE DESCRIPTION QUESTIONNAIRE

Title	Classification of position being requested
Incumbent	Your name
Agency	The agency within which you are employed e.g., Transportation
Department	The department within the agency e.g., Information Technology
Section	Your section or team e.g., Systems Analysis, Data Entry
Date	The date you complete the questionnaire
Endorsed By	Your immediate supervisor/manager should read and endorse your questionnaire. This provides a check point for you to ensure you have not left anything out. The IT Director/top IT position within your agency and/or Agency Head should also endorse your questionnaire.

1. ROLE PURPOSE: *Briefly summarize why the role exists.*

Briefly describe why your role exists. In most cases, one sentence will suffice. It should include the following:

- Who oversees your role and to what extent are you supervised
e.g., Under the direction of the Applications Development Manager
e.g., Under the supervision of the Data Supervisor
- How your function is performed (this will include the use of verbs)
e.g., Plans, directs, and leads
e.g., Enters
- What function, activity or processes is affected by the action
e.g., Multi-disciplined systems and business analysis teams
e.g., Tax return data
- Why the function is performed
e.g., To develop and implement systems which enhance the productivity and effectiveness of the end-user functions
e.g., To ensure timely and accurate entry of all data into the Agency's computer system

2. MAJOR ACCOUNTABILITIES:

This area identifies the major end results expected from your role.

As a general guide, if you list more than 6 major accountabilities, check that you have not listed tasks rather than accountabilities, and if you end up with less than 3 accountabilities, check that you do not have multiple accountabilities covered by one statement.

A major accountability is a function that is critical to your roles success. It will be something that is supportive of your roles purpose and it will action-oriented.

There are three main types of accountabilities:

- **Leadership** -- a leadership accountability will encompass organization and personnel, planning and control.
- **Delegated** -- a delegated accountability is non managerial in nature, will have critical end results and can become the Role Purpose of a direct report.
- **Role Specific** -- a role specific accountability is non-leadership in nature, is not delegated, is typically technical and is specific to your role. If you do not have a leadership or supervisory type of position, it is likely that all your accountabilities are of this type. For data entry/data clerical and operative positions, accountabilities will be major duties or essential functions.

Your description should include:

- A description of how the function is performed. Use verbs.
e.g., Develop and administer budgets (Leadership)
Initiate the development of new research programs (Delegated)
Prepare technical specifications (Role Specific)
Enters data (Role Specific)
Distributes reports (Role Specific)
- What function, activity or process is affected by the action
e.g., Approved budgets (Leadership)
New research programs (Delegated)
Technical specifications (Role Specific)
Taxation returns (Role Specific)
- Why the function is performed
e.g., To ensure that all expenditure is planned and monitored within approved guidelines (Leadership)
To assure leading edge technology (Delegated)
To ensure all technical requirements are described (Role Specific)
To ensure accurate and timely entry of data (Role Specific)
To ensure all reports are run (Role Specific)

Task statements are compiled in the same way as major accountabilities, but will be more specific. They serve to provide focus to the major accountability. For data entry/data clerical and operative positions, you may find it easier to complete the task statements first.

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3. MAJOR CHALLENGES:

Describe two or three of the most difficult or challenging problems your role faces in achieving its purpose and accountabilities. These may include some description of:

- technical complexity
 - systems challenges
 - technology changes
 - multiple reporting relationships
- e.g., the mainframe with which we work is dated and this makes interfacing new software with old hardware very difficult.*
- e.g., the hardest part of my role is to determine my work priorities, due to the work I receive all at once.*

4. DECISION MAKING REQUIREMENTS:**Decisions Made by You**

Describe the types of decisions normally made within your role without seeking prior approval.

e.g., I am able to modify software packages within the parameters established by the Project Team.

e.g., I decide the initial prioritization of work on a daily basis.

Decisions Made in conjunction with Others

Describe the types of collective decision normally made within your role. Identify the other parties to the decision.

e.g., In conjunction with other members of the Project Review Committee, I decide when the various stages of a project are able to be signed off.

e.g., In conjunction with the data entry clerks, we decide when to reprioritize work to help balance peak loads.

Decisions Recommended

Describe the types of decisions that you refer, with recommendation, to others. Identify any parameters bounding these decisions. Referrals may be lateral or to a higher authority.

e.g., I recommend preferred suppliers of hardware within pre-established guidelines.

e.g., I refer to my supervisor when the reports produced do not balance.

List the positions (where this is known) of other people you deal with frequently

*e.g., Department Heads
Other Agency I.T. Managers
ITS staff
Finance Department staff*

Describe the nature of the relationship

*e.g., Agree I.T. requirements
Discuss project plans
Distribute reports*

Describe the frequency and nature of interface you have with end-users

e.g., I am accountable for leading projects, and have regular contact with end-user manager's staff

List the names of external parties you deal with on a regular basis

*e.g., Oracle
Sun Microsystems*

Describe the nature of the relationship

e.g., Negotiate contracts for software supply

7. TEAM INVOLVEMENT:

Describe your role within ongoing project teams.

e.g., Programming role in a team of 15 on the Passenger Revenue Accounting Team made up of 1 Business Manager; 1 IT Project Leader; 2 Business Analysts; 1 Systems Analysts; 8 Programmers and 2 End-Users

Operator role in a team of 3 mainframe operators and 1 shift leader. This is a rotating shift role.

8. KNOWLEDGE, SKILLS, EXPERIENCE AND CAPABILITIES:

Please describe the knowledge, skills, experience and capabilities required or preferred to perform this role in a fully competent manner. Do **not** describe your *personal* education and/or training, and/or job related experiences, unless they directly relate to the job. Do **not** overstate the job requirements. In addition, describe the required knowledge of systems/business practices within the State, and at what level this knowledge is required.

Quantify the amount and specific type of education and/or experience
e.g., BS degree in Computer Science and 3 years programming experience in DB2 or Oracle, or an equivalent combination of education and/or related experience.
e.g., Lotus 1-2-3 and 10-key skills.

Minimum experience
e.g., 3 years programming experience with DB2 or Oracle databases.
e.g., 3 months data entry experience.

Preferred skills, knowledge and experience
e.g., Demonstrable knowledge of relational database concepts.
DB2; Oracle; SQL Windows.
LAN/WAN Communications concepts.
e.g., PC literacy and knowledge of operating system and other computer programs.

Preferred Experience
e.g., 3-5 years programming in increasingly complex applications.
Some experience in integrating multiple systems.
e.g., Some knowledge of the content of the forms I enter.

State of Mississippi systems/business practice knowledge
e.g., The role requires knowledge of all accounting and engineering systems in the Agency and the linkage to the State's accounting systems.

9. CHANGING NATURE OF ROLE:**Change over the past 2 years**

Describe in what way your role has changed over the past 2 years:
e.g., We have moved from a centralized mainframe environment to a decentralized network based environment.
e.g., We no longer do batch processing.

9. CHANGING NATURE OF ROLE (cont'd.)

Change anticipated in the next 2 years

Describe what changes you anticipate will occur in your role in the next 2 years:

e.g., There will be the need for much greater interaction with end-users.

e.g., Data control will be decentralized, changing the emphasis of my role to one of quality control.

10. OTHER COMMENTS:

Please add any other comments that you feel are relevant in describing the role you are currently performing.

11. SUPERVISORS/MANAGERS COMMENTS:

What do you consider the most important aspects of this role?

e.g., Understanding and analysis of users' requirements and creation of solutions to meet users' needs.

e.g., Accurate data entry and timely distribution of reports to management.