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**GUIDE TO COMPLETING THE ROLE DESCRIPTION QUESTIONNAIRE**

<b>Title</b>	Your current title
<b>Incumbent</b>	Your name
<b>Agency</b>	The agency within which you are employed e.g., Transportation
<b>Department</b>	The department within the agency e.g., Information Technology
<b>Section</b>	Your section or team e.g., Systems Analysis, Data Entry
<b>Date</b>	The date you complete the questionnaire
<b>Endorsed By</b>	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.

**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.

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**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.*