

POSITION DESCRIPTION APPROVAL

Form Est: 03/2015

Department:	0100 - EXECUTIVE DEPARTMENT
Agency:	0A04 - Louisiana Housing Corporation
Position Number:	50336719

Allocation Action:	Job Correction
Official Allocation:	IT APP DEV 3
Job Code:	175340
Pay Level:	TS-313
Delegated:	No
Career Progression Group:	Yes
Master Job Description:	No
Effective Date:	06/13/2022
Position Audited:	No
Audit Date:	
Comments:	Position job corrected to IT Applications Developer 3 (TS-313) in a CPG. Incumbent will be job corrected to IT Applications Developer 3 (TS-313). Duties include a focus on applications support for multiple applications.

Log Number:	192629
Consultant:	RM
Supervisor:	JMH



STATECIVILSERVICE

## POSITION DESCRIPTION

Form Revision Date: 7/2021

STATE CIVIL SERVICE  
P.O. BOX 94111 – CAPITOL STATION  
BATON ROUGE, LA 70804-9111  
[SCSPDS@la.gov](mailto:SCSPDS@la.gov)

## 1 TYPE OF REQUEST

Check appropriate request boxes. If master job description, please attached master list of positions.

UPDATE

☐ AGENCY APPEAL☐ MASTER \_\_\_\_ # requested☒ JOB CORRECTION☐ 5.3 APPEAL☒ CAREER  
PROGRESSION GROUP☐ NEW POSITIONMAJOR AGENCY CODE &  
PERSONNEL AREA CODE  
0A04POSITION NUMBER  
50336719CURRENT OFFICIAL JOB TITLE (IF POSITION IS IN A CPG, LIST CAP OF ALLOCATION)  
IT Appl Prog/Analyst 2CURRENT PAY LEVEL  
TS312CURRENT OFFICIAL JOB CODE  
163030

REQUESTED OFFICIAL JOB TITLE

REQUESTED PAY LEVEL

REQUESTED OFFICIAL JOB CODE

## 2 INFORMATION REQUIRED FOR NEW POSITION FOR LA GOV HCM AGENCIES ONLY

ORGANIZATIONAL UNIT NUMBER  
50025984WORK PARISH  
EBRPERSONNEL SUBAREA  
5000EMPLOYEE GROUP (CHOOSE ONE)  
☐ FT HOURLY  
☒ FT SALARY  
☐ PT HOURLY

COST CENTER

GRANT

FUND

WBS ELEMENT

ORDER

## 3 GENERAL INFORMATION

EMPLOYEE'S NAME – LAST, FIRST  
Nelson, JaQuincy

Employee Qualifies For Job

☒ Yes ☐ No

HUMAN RESOURCES CONTACT

Denise Ackoury

AGENCY/DEPARTMENT – OFFICE – DIVISION

Louisiana Housing Corporation / Quail / Technology Services

HUMAN RESOURCES TELEPHONE

( 225 ) 763-8841

OFFICIAL TITLE OF SUPERVISOR

IT Appl Project Leader

DIRECT SUPERVISOR'S POSITION NUMBER

50383814

HUMAN RESOURCES EMAIL

dackoury@lhc.la.gov

## 4 COMPARATIVE POSITIONS

List positions that have similar or identical duties to this position.

INCUMBENT NAME

POSITION NUMBER

OFFICIAL JOB TITLE / AGENCY

## 5 SUPERVISORY ELEMENTS

ORGANIZATIONAL CHART MUST BE ATTACHED

☐ DETERMINES WORK ASSIGNMENTS ☐ RECOMMENDS HIRING/PROMOTIONS ☐ TRAINS STAFF☐ REVIEWS AND APPROVES WORK ☐ PREPARES & SIGNS PES RATING ☐ APPROVES LEAVE

0

NUMBER OF DIRECT  
SUBORDINATES

## 6 ATTACHMENTS

Check to indicate attachments.

☒ Organizational Chart (required) ☒ Duties / Responsibilities (required) ☐ Comments ☐ MJD Position Numbers ☐ Contracted Personnel Form

## 7 SIGNATURES

Sign and print below.

EMPLOYEE

DATE

☐ I certify that the information in this document is true and correct to the best of my knowledge.  
☐ I certify that I have reviewed the position description. I disagree with a portion of the contents and have attached comments.

DIRECT SUPERVISOR

DATE

☐ I certify that I agree with this document.  
☐ I certify that I have reviewed the position description. I disagree with a portion of the contents and have attached comments.

APPOINTING AUTHORITY (Required)

DATE

☒ I certify that I agree with this document.  
☐ I certify that I have reviewed the position description. I disagree with a portion of the contents and have attached comments.Joshua G. Hollins  
Executive Director

PRINT NAME AND TITLE OF APPOINTING AUTHORITY

## 8 JOB DUTIES AND RESPONSIBILITIES

Provide a brief statement describing the function of work or reason why the position exists. List duties indicating the percent of time spent for each area of responsibility. If applicable, describe any unusual physical demands and/or unavoidable hazards of the position. Attach additional pages if necessary.

PERCENTAGES MUST TOTAL 100% LIST DUTIES IN DECREASING ORDER OF IMPORTANCE / COMPLEXITY. THE NEED FOR SPECIAL LICENSE, POLICE COMMISSION, KNOWLEDGE OR TRAINING MUST BE INDICATED BELOW, IF APPLICABLE.

This position is in the Technology Services Department and performs highly skilled systematic support and development for Enterprise level databases, software application and websites used to conduct LHC's daily operations. During the absence of the IT Applications Project Leader, serves as Project Leader.

65%

Manages, supports, and upgrades Housing Development Software (HDS) applications to include, creating user accounts, writing complex queries to pull data requested by users and/or management, developing reports, applying patches and upgrades, assisting users with problems, and consulting with HDS when needed.

Manages and supports Hancock Energy System (HES) application to include, creating user accounts, assisting users with problems, and consulting with HES when needed.

Manages, supports, and upgrades LaserFiche electronic document management application to include, creating user accounts, applying patches and upgrades, assisting users with problems, and consulting with LaserFiche when needed.

Manages, supports and upgrades additional corporation's applications to include creating user accounts, writing complex queries to pull data requested by users and/or management, developing reports, applying patches and upgrades, assisting users with problems, and consulting with the software vendors when needed.

Develops training material and courses for software used at LHC. Conducts on-going technology training sessions for LHC staff continued education in computer systems education.

Provides support for MS Office, Adobe, Sharepoint, etc. by way of training material or tips.

Writes user manuals for software developed in-house. Creates training material for software used at the agency, including apps developed in-house.

25%

Triage Helpdesk for incoming request. Follows-up with techs/programmers to update and closed tickets in a timely manner in accordance with IT helpdesk policies.

Tracks Technology Services support problems and resolutions.

Creates and maintains detailed project schedules, task assignments, and milestones, and produces accurate projects status reports.

Assists in writing and maintaining TS policies and procedures.

Manages and maintains the private Board of Director's website by posting and removing files, updating page syntax, creating new webpages, updating links, and correcting errors. Assists in the preparation, submission, posting and presentation of agendas, agenda items and board minutes to the Executive Staff and Board of Commissioners for LHC. Update Board Exclusive website as needed to support Agency and Board meeting requirements.

Meets with users to discover their needs and assists with determining a set of deliverables for web applications development.

Individually responds to applications emergencies and resolves problems independently or in consultation with other Technology Services staff, vendors and/or end user personnel. Maintains data integrity, database performance and system stability for the Agency's multi-million dollar housing divisions.

Provides specialized training to Technology Services staff on SharePoint, tools, techniques and procedures relevant to application maintenance and development. Researches new developments in hardware and software and stay abreast with the latest developments and studies.

Evaluates 3<sup>rd</sup> party software to assist with the purchasing decision.

5%

Attends regional and national conferences representing LHC's Technology Services department.

Updates and improves job skills by participating in educational opportunities, including reading technical publications, building/maintaining professional peer networks, and attending extensive technical seminars and training.

5%

Performs any other duties as assigned.

# Louisiana Housing Corporation – Technology Services

05/2022

