

# POSITION DESCRIPTION APPROVAL

Form Est: 03/2015

Department:	0100 - EXECUTIVE DEPARTMENT
Agency:	0A04 - Louisiana Housing Corporation
Position Number:	50308485

Allocation Action:	Affirmed
Official Allocation:	IT DIRECTOR 1
Job Code:	163480
Pay Level:	TS-316
Delegated:	No
Career Progression Group:	No
Master Job Description:	No
Effective Date:	11/10/2021
Position Audited:	No
Audit Date:	
Comments:	

Log Number:	184646
Consultant:	CDU
Supervisor:	JLR



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

## 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  
50308485CURRENT OFFICIAL JOB TITLE (IF POSITION IS IN A CPG, LIST CAP OF ALLOCATION)  
IT DIRECTOR 1CURRENT PAY LEVEL  
TS-316CURRENT OFFICIAL JOB CODE  
163480REQUESTED OFFICIAL JOB TITLE  
IT DIRECTOR 1REQUESTED PAY LEVEL  
TS-316REQUESTED OFFICIAL JOB CODE  
163480

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

ORGANIZATIONAL UNIT NUMBER  
50025984WORK PARISH  
EBRPERSONNEL SUBAREA  
5000

EMPLOYEE GROUP (CHOOSE ONE)

☐ FT HOURLY  
☒ FT SALARY  
☐ PT HOURLY

COST CENTER

GRANT

FUND

WBS ELEMENT

ORDER

## 3 GENERAL INFORMATION

EMPLOYEE'S NAME - LAST, FIRST  
JOHN AMPIM

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

ADMINISTRATIVE PROGRAM DIRECTOR 3

DIRECT SUPERVISOR'S POSITION NUMBER

50308483

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

2

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  
11/5/2021☒ 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.

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.

### 40%

- Directs technological research by studying organization goals, strategies, practices and user projects.
- Maintains organization's effectiveness and efficiency by defining, delivering, and supporting strategic plans for implementing technology services.
- Initiating, coordinating, and enforcing systems, policies, and procedures.
- Accomplishes technology services staff results by communicating job expectations.
- Planning, monitoring, and appraising job results: coaching, counseling, and disciplining employees.
- Preparing invitations-to-bid for hardware and requests for proposals for software consultant services and partake in Vendor selection process.
- Accomplishes financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances and initiating corrective action.
- Completes projects by coordinating resources and timetables with user departments and stakeholders.
- Verifies application results by conducting system audits of technologies implemented.
- Recommends information technology strategies, policies, and procedures by evaluating organization outcomes, identifying problems, evaluating trends and anticipating requirements.
- Preserves assets by implementing disaster recovery, back-up procedures, and information security and control structures.
- Streamlines and enhances business infrastructure while evaluating and reducing operational expenditures.
- Facilitates migrations/upgrades of applications in a timely manner and within budget.
- Oversees the management, evaluation, and documentation of all LHC technology and communication systems.

### 25%

- Supervises enterprise infrastructure hardware and software upgrades.
- Designs and manages the installation and implementation of Microsoft Windows Servers, Scale-V (virtual) servers, Linux Servers and Citrix (virtual) Servers.
- Manages and coordinates installation, monitoring, and implementation of LAN, WAN and VLAN, VOIP.
- Supervises design solutions, request price quotes, installs, configures, customizes, and supports day-to-day availability of LAN, WAN, and Enterprise systems for end-user access, including remote access for both the agencies internal and its external users.
- Identifying, monitoring, analyzing, testing, and correcting program, data, or procedural problems.
- Plans and manages the installation and monitoring of network firewalls, endpoint control and other security systems.
- Develops and documents workflow, systems requirements, system impact analysis, systems design, process analysis and testing (including reasonableness checks) using software

development methodology to provide efficient, cost-effective solutions. Identifies impact of solutions on existing and future systems.

- Works closely with Business Owners and end users to develop detail requirements to meet business needs.

Performs analysis on projects and provide a project plan that shows the tasks needing to be completed and a time estimate for each task.

- Provides status reports that give a detailed description of the current project's progress and indicates time devoted to each task of the project.

Participates in development of detail design and design walk-throughs with appropriate focus groups and related users to verify accuracy of design in meeting business needs.

Responds to ad hoc requests for support and analysis.

20%

- Supervises the design, development and implementation of complex data models using industry standard tools.
- Oversees the design, construction and implementation of physical databases.
- Develops, revises and implement policies standards procedures and guidelines necessary to effectively administer the agency database environment.
- Plans and coordinates structured testing of database designs to confirm functionality and performance.
- Oversees the development and implementation plans of data and database administration functions and ensure smooth transition to new technologies.
- Supervises routine and customary operational and monitoring activities to ensure the database environment is stable and performance is capable of meeting and exceeding ongoing business needs.
- Evaluates new technology and techniques to implement and maintain databases and the database environment.
- Develops, implements and test database backups and recovery plans.
- Maintains the availability and integrity of the corporate database environment.
- Deploys all database technologies for primarily Microsoft SQL Servers.
- Executes test plans for the upgrades to verify functionality.
- Identifies, tests, and resolves complex database performance issues.
- Performs database management functions (software installations, version upgrades, and configuration management)
- Defines and develops database standards, procedures, and architecture
- Designs data models and data warehouse (DW) database.
- Provides support for clients' production and test database environments, maintaining the availability and integrity of customer data.
- Plans, executes, and maintains database installations, upgrades, service packs, and security patches.
- Monitors database capacity and performance, to include identifying potential data volume growths, assessing current hardware and software performance and capacity loads, and proposing appropriate solutions in a UNIX, and Windows environment.
- Establishing and implementing database backup and recovery policies and practices.
- Establishing and implementing appropriate database disaster recovery plans.
- Designs, establishes and implements appropriate database security plans, to include maintaining user accounts and ensuring proper levels of user access.
- Implements, manages and maintains SQL Replication and Data Movement (ETL)

- Oversee database developers in planning, installing, customizing, testing and administering Microsoft SQL Server, SQL Always On Availability Groups, SQL Failover clustering, SQL mirroring, SQL Transaction log shipping and SQL transactional replication.
- Designs and tailors backup and maintenance plans to fit agency-desired business RPO and RTO
- Monitors the health of user databases and database replication infrastructures. Provides feedback to the monitoring team to tune QoS (Quality of Service) thresholds for alerts.

## 10%

- Supports information gathering or strategic planning with other departments.
- Monitors industry best practices within ITS.
- Provides senior-level expertise of technical needs and innovations.
- Provides high-level technology leadership, and developing consensus on technology priorities to the LHC leadership.
- Develops and implements strategic plans with annual deliverables.
- Analyzes and recommends emerging technology trends.
- Analyzes and directs where we are going as an agency in terms of technology.
- Focuses on personal rapport with leadership and staff to foster effective communication on the short and long-term ITS needs of the LHC and serving as the problem-solver and implementer.
- Being proactive in determining what leadership and staff need and what is and is not working for them.
- Plays key role in planning and executing initiatives.
- Negotiates difficult topics with exceptional communication skills.
- Manages the ITS budget and always looking for the most cost-effective solutions in collaboration with the Executive Director and CFO.
- Solution-oriented, evaluating needs, and bringing solutions and answers to the LHC.
- Monitors, educates on, and enforces LHC security requirements.
- Ensures exceptional, efficient, and effective support at all agency locations (Quail, Industriplex and Mid-city).
- Coordinates and develops user training as needed.
- Determines what support should be in-house versus outsourced.
- Collaborates with external units to ensure an exceptional experience for the LHC leadership and staff.
- Ensures cross training of ITS employees to manage the breadth of needs of the LHC.
- Ensures a high-functioning ITS team where all staff have regular feedback and guidance, performance reviews, goal setting, and professional development.
- Publishes a service level agreement and ensuring the entire ITS team are adhering to exceptional levels of customer service.
- Ensures that the entire ITS team values and engages in a culture of continuous improvement always asking how things can be improved.
- Develops and implements ITS policies and systems to support agency needs.
- Ensures rapid response to problems with regular monitoring of team performance in terms of timeliness, responsiveness, respectfulness, efficiency, effectiveness, and completion.

## 5%

### **Additional Responsibilities**

- Manages the LHC website, making sure it is easily accessible by LHC clients and partners.
- Ensures different browsers can properly handle e-mail, transmit news and download files.
- Maintains the website as a valuable resource for the LHC clients and partners.
- Makes sure information contained on the website or in the databases is current.
- Ascertains all links on the website are working and still valid.

- Monitors the site traffic and recommends site update and functionality as well as appeal.
- Oversees all in-house meetings and events audio/visual operations.
- Works closely with the in-house audio/visual management, support staff and event planners to oversee all audio/visual operations at the LHC.
- Works with Event Planners, Clients/partners, technicians and Operations Director to ensure that all audio/visual components are implemented in such a way as to provide a solution that meets the demands, not only of individuals involved, but also the goal of the particular event.
- Supervises and schedules the staffing of technicians for all on-site meetings and events using a combination of internal and freelance staff as needed.



# Louisiana Housing Corporation – Technology Services

08/2021

