

POSITION DESCRIPTION APPROVAL

Form Est: 03/2015

Department:	0100 - EXECUTIVE DEPARTMENT
Agency:	0A04 - Louisiana Housing Corporation
Position Number:	50383813

Allocation Action:	Job Correction
Official Allocation:	IT SUPV
Job Code:	175590
Pay Level:	TS-316
Delegated:	No
Career Progression Group:	No
Master Job Description:	No
Effective Date:	06/13/2022
Position Audited:	No
Audit Date:	
Comments:	Job correction to IT Supervisor (TS-316). Duties include supervision of an IT technical support team.

Log Number:	192593
Consultant:	RM
Supervisor:	JMH



STATE CIVIL SERVICE

## 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  
50383813CURRENT OFFICIAL JOB TITLE (IF POSITION IS IN A CPG, LIST CAP OF ALLOCATION)  
IT Tech Support SupervisorCURRENT PAY LEVEL  
TS315CURRENT OFFICIAL JOB CODE  
163140

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  
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  
Brown, RendalEmployee Qualifies For Job  
☒ Yes ☐ NoHUMAN RESOURCES CONTACT  
Denise AckouryAGENCY/DEPARTMENT - OFFICE - DIVISION  
Louisiana Housing Corporation / Quail / Technology ServicesHUMAN RESOURCES TELEPHONE  
( 225 ) 763-8841OFFICIAL TITLE OF SUPERVISOR  
IT Director 1DIRECT SUPERVISOR'S POSITION NUMBER  
50308485HUMAN 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

3

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.

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.

Serves as the Information Technology Support Supervisor for the Louisiana Housing Corporation (LHC). Works in the Technology Services Department and performs highly skilled supervisor and systematic support for Enterprise level databases and software applications used to conduct LHC's daily operations.

### 35%

Supervises lower level Technology Services staff members by performing personnel administration duties in the Technology Services Department. This includes writing PES's, approving leave, counseling employees, reviewing work, assigning work and training staff. Routes approved PES's, leave, counseling sessions, reports, and records to TS Director for action. Plans, arranges, and conducts indoctrination and training of personnel.

Assists in development and tracking of short-range, intermediate and long-term goals/objectives for the Corporation, Departments, and staff. Identifies, recommends, and assumes responsibility for budget, training, equipment, and operational needs for assigned projects.

Assists in the preparation, submission, and presentation of agenda items to the Executive Staff and/or the Board of Directors that pertain to the TS Department.

### 45%

Serves as the supervisor of teams to develop new computer systems and to maintain complex LAN, WAN, and Enterprise systems. Evaluates, analyzes and prioritizes as directed, requests for information technology enhancements or projects for multiple computerized systems in terms of costs, time, functionally, feasibility and system impact.

Leads team building but supporting other Technology Services personnel with daily operations and providing assistance to other departments in daily Agency operations. Assigns, mentors, trains, and reviews work of junior IT Analysts and Specialists.

Confers frequently with users to determine the direction they are going in, and establish priorities for use and effectiveness of Technology Services systems.

### 10%

Creates and maintains detailed project schedules, tasks assignments and produces accurate departmental status reports; practices effective project management practices.

Conducts quality assurance reviews of existing systems and services in assigned program area by establishing and monitoring baseline of operations. Creates and stores baselines to identify and plan for problems, growth, or effective utilization Technology Services systems.

### 5%

Attend regional & national conferences representing LHC's (Louisiana Housing Corporation) Technology Services department. Update and improve job skills by participating in educational opportunities, including reading technical publications, building/maintaining professional peer networks, attending extensive technical seminars and training on computer hardware, peripherals, & operating systems.

Provide technical services during off-hours as required in order to minimize impact on end-users.

5 %

Perform other duties and special projects as assigned.

