

POSITION DESCRIPTION APPROVAL

Form Est: 03/2015

Department:	0100 - EXECUTIVE DEPARTMENT
Agency:	0A04 - Louisiana Housing Corporation
Position Number:	50383814

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:	<p>Job correction to IT Supervisor (TS-316). Duties include supervision of a team of IT professionals and serving as project lead for applications functions.</p> <p>Note: Although "0" is shown for the number of direct subordinates on the PD, this is assumed to be a typo since the duties and organizational chart indicate direct supervision. Also, subordinate positions submitted for job correction indicate this position as the direct supervisor.</p>

Log Number:	192630
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  
50383814CURRENT OFFICIAL JOB TITLE (IF POSITION IS IN A CPG, LIST CAP OF ALLOCATION)  
IT Appl Project LeaderCURRENT PAY LEVEL  
TS314CURRENT OFFICIAL JOB CODE  
163050

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  
Cheng, HangEmployee Qualifies For Job  
☒ Yes ☐ NoHUMAN RESOURCES CONTACT  
Denise Ackoury

AGENCY/DEPARTMENT – OFFICE – DIVISION

Louisiana Housing Corporation / Quail / Technology Services

HUMAN 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

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)

Joshua G. Holcomb  
Executive Director

PRINT NAME AND TITLE OF APPOINTING AUTHORITY

DATE

6/27/22

- ☒
- 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.

## 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.

Serve as the Information Technology Application Project Leader/ DBA for the Louisiana Housing Corporation (LHC). Work in the Technology Services Department and performs highly skilled systematic support and development for Enterprise level databases, software applications and websites used to conduct LHC's daily operations. Supervise and guide Programmer/Analysts. Act in the stead of the TS Director during his absence.

50% Develop, modify, debug, tune and manage SQL queries for retrieval of data from MS SQL 2014 and above databases for tracking finances and making Corporation decisions. Verify SQL backups and report statistics. Configure MS SQL 2014 and above to perform backups and create alerts to send daily email to system administrator group for backup verification. Manage and monitor multiple web based and windows applications that use SQL as the backend platform. Plan, coordinate, and implement security measures to protect the databases against accidental or unauthorized damage, modification, or disclosure.

Frequently extract, transform and load data from various sources. Export and import data to and from MSSQL server, MS Access, MS Excel and any other compatible data sources. Backup and restore multiple databases, ensuring data integrity, performance optimization, tuning, capacity planning and availability. Consult with vendors, team members and/or internet research in problem resolution and optimization.

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

Track Technology Services support problems and resolutions. Creates and maintains detailed project schedules, tasks assignments, milestones, and produce accurate project status reports; utilize effective project management practices. Attend regional & national conferences representing LHC's (Louisiana Housing Corporation) Technology Services department. Update and improve job skill by participating in educational opportunities, including reading technical publication, building/maintaining professional peer networks, attending extensive technical seminars and training on coding, databases, web technologies, & operating systems

Individually responds to applications emergencies and resolves problems independently or in consultation with other Technology Services staff, vendors and/or end user personnel. Maintain data integrity, database performance and system stability for the Agency's multi-million dollar housing divisions. Monitor overall Windows and SQL server replication performance. Manage, monitor, automate and administer Enterprise Level Microsoft SQL 2014 and above databases. Create and manage database security for multiple users.

20% Develop in-house SharePoint portal, web applications and SQL Server databases by meeting with users to discover their needs and determine a set of deliverables. Design, code, test, debug, modify and document new and existing highly-complex portals, web, and network application programs and databases within accepted standards, procedures and guidelines. Independently defines data elements, designs structures for databases, writes and compiles definitions and descriptions of data elements into dictionary form for use by other TS personnel. Writes user manuals and trains end users on final product.

Install and configure IIS Server for web-based applications. Manage Microsoft IIS Server front-end applications for online users/clients and general IIS Server Administration.

15%

Manage, support and upgrade LHC electronic document management system (LaserFiche) database/applications to include creating user accounts, writing complex queries to extract data requested by users and/or management, developing reports, applying patches and upgrades, assisting users with problems and consulting with LaserFiche support when needed.

Coordinate webinars and group discussions via user groups, blogs, WebEx, and conference calls. Conduct individual and group training sessions.

Manage and maintain LHC's private Board of Director's website by posting and removing files, updating page syntax, creating new web pages, updating links, correcting errors and consulting with website vendors when needed. Assist 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 website as needed to support Agency and Board meeting requirements.

10%

Manage, support and upgrade Housing Development Software database/applications to include creating user accounts, writing complex queries to extract data requested by users and/or management, developing reports, applying patches and upgrades, assisting users with problems and consulting with HDS when needed.

Manage, support and upgrade Hancock Energy Systems (HES) database/applications to include creating user accounts, writing complex queries to extract data requested by users and/or Management, developing reports, applying patches and upgrades, assisting users with problems and consulting with HES when needed.

Manage, support and upgrade SAGE ACCPAC, LHC Accounting system (ACCPAC) database/applications to include creating user accounts, writing complex queries to extract data requested by users and/or management, developing reports, applying patches and upgrades, assisting users with problems and consulting with Sage ACCPAC vendors when needed.

5%

Other duties as assigned.

