

Information Technology Position Description

For assistance completing this form, contact your supervisor/manager or your Human Resources (HR) Office. Complete form, obtain all signatures, scan and save using the following naming convention: [Agency/Institution]_IT_[Position Number] [Date: YYYYMMDD]. Example: DSHS IT 0480 20150621.

Position Information	
Agency/HE Institution, Division, Unit 	Action Reallocate
Class Code and Title MA 3 – Electronic Search Specialist	Current Salary Range 54L
Proposed Class Code and Title IT System Administration – Journey	Proposed Salary Range 06IT
Agency/HE Institution Position Number N/A	HRMS Position Number (if applicable)
Project Title (if applicable) N/A	Assignment Pay Dual Language ☐ Other ☐ Enter text.
Incumbent's Name (If filled position) 	Address Where Position Is Located (Duty Station) Olympia, WA 98501
Work Schedule Part Time ☐ Full Time ☒	HR Approved Overtime Eligible Yes ☐ No ☒
Position represented by a Master Agreement: Yes ☒ No ☐ If yes, list Master Agreement:	Position has an approved In-Training Plan: Yes ☐ No ☒ If yes, attach Position Description for each In-Training Level
Supervisor's/Manager's Name and Title 	Supervisor's/Manager's Phone
Date Completed 8/3/2022	Date Previous Position Description Approved 6/21/2018
Primary Job Family (select one) 10. Systems Administration	Secondary Job Family (select one, if applicable) 5. Data Management
Organizational Structure (Attach an organizational chart.)	
Summarize the functions of the position's division/unit and how this position fits into the organizational structure.	
The Information Technology Services Division (ITS) improves business and science with enterprise-class information technology (IT). The staff fosters the most and best-possible secure, connected, and efficient information systems to maximize program-specific and/or organizational outcomes by implementing and supporting legacy and state-of-the-art technology infrastructure, hardware, and software. It administers enterprise-level technology services and support. Business and science operations are enhanced or newly created via effective internal systems development activity or by assisting and selecting best-qualified external-developer partners and effecting necessary integrations with or State technology resources. Within ITS, the Electronic Search Specialist provides specialized technical and analytical services, system design and integration, testing, problem resolution, and strategic direction for agency eDiscovery Tools and programmatic management. This position is responsible for agency electronic search, data and records management operations, data design and analysis, establishment of data related standards, consultation for development of new systems, this position serves as the subject matter expert on electronic search, production, and systems administration related to eDiscovery. This work is accomplished by:	

- Working together with all IT staff to improve the capabilities of our existing information technology infrastructure and services.
- Remaining flexible and innovative to allow for the development and expansion of new services that will enhance the ability for [REDACTED] staff to support the agency mission.
- Detail oriented and process minded for consistent, reliable, and repeatable discovery

Position Objective

Describe the main purpose of the position and the type and nature of the work performed.

The Agency Electronic Search Specialist is primarily responsible for administering, supporting and maintaining a secure and highly available eDiscovery system platform(s) for the Agency.

This position serves as a subject matter expert for eDiscovery systems and is responsible for administration of the agency's corporate eDiscovery and data management toolsets.

The incumbent provides technical leadership and expert consultation in data search, production, configuration, administration, access, design, development, maintenance, programming, testing, quality assurance, and troubleshooting of enterprise eDiscovery tools while ensuring the security of sensitive and confidential data (category 3 and 4).

Oversees the daily operations of enterprise eDiscovery system platforms including identifying and resolving operational problems; testing applications, providing quality assurance; developing standards. Secures, manages, and preserves agency-wide information including *Preserving Records for Litigation* (Policy 1020A/B) and *Public Records Requests* (Policy 1005) as required by WA State law. The geographic and business scope of this position is statewide involving delivery of services to all agency programs, the Attorney General's Office, and the public.

Assigned Work Activities (Duties and Tasks)

Describe the duties and tasks, and underline the essential functions. Task statements should describe the **action** performed; to **whom or what**; using what **tools, equipment, methods, and/or processes**; and the **final product or outcome**.

For more guidance, see [Essential Functions Guide](#) and [Examples of Work Statements](#)

List the assigned work in order of importance including the final product or outcome for each, with essential functions underlined.

Duty: Providing eDiscovery expertise in the development of technical search criteria as it applies to multiple discovery platforms.

Tasks include:

- Coordinates with the Agency Data Architect, Records Officer, Public Records Officer, and Data Center Operations staff to facilitate the development of appropriate storage, search, data management, and discovery capabilities across all agency data set and systems.
- Research and recommend effective eDiscovery policies and guidelines to ensure consistent interpretation of agency requirements for eDiscovery.

Develops search plans in coordination with the Attorney General, Public Records Officer, and Security staff using Powershell, SQL, and KQL query languages to ensure appropriate and adequate search is conducted across agency eDiscovery platforms

Duty: Support and maintains the agency eDiscovery system platforms in the areas of data search, access, security, preservation, and systems administration services.

Tasks include:

- Maintain and support multiple agency-wide eDiscovery platform systems.
- Document agency database processes, services and standards.
- Provide an environment that supports the availability of development and testing databases without endangering production facilities.
- Provide eDiscovery and PowerShell and KQL scripting expertise to assist staff in conducting search of data management systems.
- Implements and utilizes monitoring and performance tools to track the health and availability of enterprise search systems.

- Troubleshoots, resolves, and works with enterprise service providers (WaTech and Microsoft)
- Develop eDiscovery requirements in enterprise tools.
- Applies knowledge of application development techniques and applications systems administration support, as well as in-depth knowledge of agency mission and business needs to translate complex information requirements into eDiscovery workflows.
- Secure, manage and preserve agency-wide information including *Preserving Records for Litigation* (Policy 1020A/B) and *Public Records Requests* (Policy 1005) as required by WA State law.
- Provide backup for Agency Litigation Holds Coordinator.

Duty: Develop and maintain guidance and governance for agency eDiscovery services

Tasks include:

- Develops, maintains standards and best practices for eDiscovery management.
- Consults within IT and in agency programs in the most effective use of eDiscovery tools and best practices.
- Identifies and implements strategies to ensure agency data is managed and handled consistent with applicable agency and OCIO policies.
- Identifies and implements appropriate tools, software, applications, and systems to support data-driven agency business processes, database development, and eDiscovery capabilities.

Duty: Maintain a current knowledge of eDiscovery technology.

Tasks include:

- Maintain a high degree of technical proficiency and currency in state-of-the-art eDiscovery techniques and usage.
- Research emerging eDiscovery systems technology
- Familiar and able to create PowerShell, SQL, and KQL queries across multiple system types (database, SharePoint, O365 eDiscovery, and general data storage search capabilities)
- Leverage experience and training to maximize agency database investment.

Problem Solving

What are the most complex and/or challenging issues addressed by this position? Give 3 to 4 examples and how each is resolved.

Complex/Challenging Issue	How Resolved	Frequency
eDiscovery tools fail or do not work as expected	Troubleshoot issues using proven industry and agency-designed methods, work with enterprise service providers (WaTech and Microsoft) to conduct fault isolation and root cause, as well as provide recommended technical steps to resolve the issues.	Quarterly
Creating complex scripting queries for large search criteria	Uses multiple query languages across enterprise eDiscovery tools (O365 advanced eDiscovery and Cohesity) to identify, search, tag, and manage large volumes of records.	Daily
eDiscovery issues related to emergent technology	Develops technical scripts and manage complex eDiscovery tools to address emergent data management issues related to tagging, labeling, marking, disposition, movement, and security of data and it's accessibility in new tools and systems e.g. Multimedia management platforms, Drone video management, audio file management, and unstructured data sets stored in the O365 ecosystem	Quarterly

Decision Making

What duties are performed that require the position to make choices, determinations or judgments?

- Establishing and maintaining eDiscovery configuration, management, and search capabilities for Public Records, Litigation, and unstructured data production
- Maintaining enterprise processes, procedures, and policy for conducting defensible and adequate search across the entirety of agency data sets.
- Development of search plans, production, and storage of agency data sets.
- Enterprise eDiscovery design and architecture decisions.

Which decisions are sent to the next level of supervisor/manager or technical authority for recommendation/decision?

This position acts as the agency subject matter expert for the management, administration, and production capabilities across all agency eDiscovery platforms. Only decisions that are directly related to the legal, financial, or strategic impacts are elevated to the next level supervisor.

Potential Impact of Results

Describe the potential impact of error (What potentially could happen in the event that the individual were to fail to perform their job correctly?).

List who (citizens, other department/unit personnel, statewide-personnel, etc.) would be impacted and the degree of impact.

SQL Server database platform becomes unavailable - The agency-wide staff, public and others that interact with those systems on a daily basis would be unable to perform many of their job functions. Potential for the public, statewide agency personnel and others to be majorly impacted if database resources fail for an extended period of time. Potential loss of enterprise data as well as unauthorized access to sensitive or confidential data.

List what (dollars, larger systems, processes, other resources, etc.) would be impacted and the degree of impact.

Enterprise database applications used by the public and agency staff to do their jobs would be down

Financial Dimensions (if applicable)

Describe the type and annual amount of all monies that the position directly controls, administers or manages (*excluding employee salary and benefits*) for example: delegated signature authority amount, invoice approval for contract expenditures.

N/A

Lead Work/Supervisory Responsibilities

Lead Position: Yes ☒ No ☐	☐ Assigns Work	☒ Instructs Work	☒ Checks Others' Work
Supervisory Position: Yes ☐ No ☒	☒ Plans work	☐ Evaluates Performance	☐ *Takes Corrective Action
	☐ *Hires	☐ *Terminates	

(*Has the authority to effectively recommend these actions.)

List Class Title and Working Title of Position(s) Supervised	If Part Time, What %
	Part Time %.
	Part Time %.
	Part Time %.
	Part Time %.
	Part Time %.
	Part Time %.

Add information that clarifies this position's lead or supervisory responsibilities.

Working Relationships

Level of Supervision received (*check one*). For more guidance see [Glossary of Classification Terms](#).

- ☐ Direct/Close Supervision: Most work is reviewed in progress and upon completion.
- ☐ General Supervision: Completed work is spot checked.
- ☒ General Direction: Completed work is reviewed for effectiveness and expected results.
- ☐ Administrative Direction: Completed work is reviewed for compliance with budget, policies, laws and program goals.

Add information that clarifies this position's interactions with others to accomplish work.

Continuity of Operations Plans (COOP) Designation – For Disaster or Emergency Recovery

For more information see [COOP and Critical Positions](#). For higher education, refer to your list of essential personnel.

Is this position designated critical based on agency COOP? Yes ☐ No ☒

If yes, describe how this position supports the agency COOP Critical Functions.

Qualification – Knowledge, Skills and Abilities

Required Education, Experience or Certifications	Application (why each qualification exists)
Bachelor's degree, or higher, in Computer Science, Information Technology, or a related field; OR four (4) years of comparable work experience.	A profound understanding of Information Technology systems is an integral part of the daily duties of this position.
Minimum four (4) years of experience as an enterprise eDiscovery administrator	A thorough understanding of enterprise eDiscovery management systems is an integral part of the daily duties of this position.
Ability to work effectively in a team environment promoting communication, consensus decision making, and team cooperation.	Teamwork is an essential skill in this environment, from establishing standards to gathering requirements to refining designs teamwork is key to getting the job done.
Ability to effectively communicate verbally and in writing to technicians, managers, and professional staff about complex, technical topics.	This position revolves around effective communication. Verbal and written communication skills as well as the ability to convey abstract ideas through models are key to success.
Undergo a background check, which will include fingerprinting.	This position may work with confidential (Law Enforcement) information.
Desirable/Preferred Education, Experience or Certifications	Application (why each qualification exists)
Understanding of PowerShell, SQL, and KQL query languages and data management capacities.	A profound understanding of query languages management systems is an integral part of the daily duties of this position.
Working knowledge of other database systems, SSIS, and non-relational database systems	A good understanding of other database management systems and related tools will aid in troubleshooting.

List the competencies (knowledge, skills, abilities and behaviors) and a description of each that are necessary to successfully perform the work of the position.

Knowledge of:

- Methods, practices and techniques of eDiscovery platform administration.
- Knowledge of data and records management practices, principles and practices of enterprise information technology systems and structures.
- SQL Server Management Studio (SSMS) software.
- Windows Server Operating System.
- Relational database design in a SQL Server environment.

Ability to:

- Utilize creativity and resourcefulness to solve complex problems independently and professionally often times under time constraints and/or customer scrutiny.
- Develop and maintain positive and cooperative relationships, inside and outside of workgroup, interacting in a friendly, open, honest, and accepting manner.

- Plan, organize, prioritize and perform work effectively, efficiently, within stated timeframes and in a professional manner.
- Effectively communicate information for the purpose of having others learn, understand, and apply specific principles, techniques, or information.
- Set and measure performance against goals and evaluating results; achieve deadlines or milestones, accept accountability for mistakes, and take corrective action.
- Understand and appropriately apply procedures, requirements, regulations, and policies related to specialized expertise.
- Work independently in the absence of supervision.

Skill in:

- Administering large (enterprise) database systems and working with enterprise architectures.
- Developing various software tools for monitoring database performance and sustainability.
- Solving problems using the database systems and database management tools.
- Understanding particular business functional area/areas in the organization.
- Self-development and enthusiastic about acquiring new skills and embracing new technologies

Core Competencies for Success:

To perform the job successfully, the incumbent should demonstrate the following competencies:

Communication Skills

Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience.

Customer Focus

Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer.

Interpersonal Skills

Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers

Problem Solving

Uses rigorous logic and methods to solve difficult problems with effective solutions; Probes all fruitful sources for answers; Can see hidden problems; Is excellent at honest analysis; Looks beyond the obvious and doesn't stop at the first answers.

Organizing

Uses his/her time effectively and efficiently; Concentrates his/her efforts on the more important priorities; Can attend to a broader range of activities as a result of organizing time efficiently; Can marshal resources (people, funding, material, support) to get things done; Can orchestrate multiple activities at once to accomplish a goal; Arranges information and files in a useful manner.

Special Requests and Conditions of Employment

Examples: Must possess valid drivers' license and good driving record. Must successfully pass a criminal background check.

This position is covered by a collective bargaining agreement between the State of Washington, [REDACTED], which contains a "union security" provision. This means that, as a condition of employment you must either join the union and pay union dues, or pay the union a representational or other fee within 30 days of the date you are put into pay status.

This position requires the ability to obtain CJIS Level 2 background check, fingerprinting, and certification per [REDACTED] policy 8640.02 within 30 days of the first day of work.

Working Conditions

Work Setting, including hazards	Duties are performed in an office setting. This position requires extensive computer use and sitting.
Schedule (i.e., hours and days)	Duties are typically performed in an office setting from 8:00 am to 5:00 pm Monday through Friday. However, a varied schedule may be required including working Saturday or Sunday and overtime during peak periods, system implementations, maintenance and outages.
Travel Requirements	Some travel may be required throughout the State to attend training, meetings, and conferences.
Tools and Equipment	Computer hardware and software; agency phone
Customer Relations	Customer service and customer interaction is integral to department success.
Other	Per Governor Inslee's Proclamation 21-14 state employees must be fully vaccinated at the time of employment.

Acknowledgement of Position Description

The signatures below indicate that the job duties as defined above are an accurate reflection of the work performed by this position.

Date Enter a date.	Supervisor's/Manager's Signature (required) Enter text.
Date Enter a date.	Appointing Authority's Name and Title Enter text. Signature (required) Enter text.

As the incumbent in this position, I have received a copy of this position description.

Date Enter a date.	Employee's Signature Enter text.
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Position details and related action have been taken by Human Resources as reflected below.

For Human Resource/Payroll Office Use Only						
Approved Class Title: DHR10049	Class Code: Enter text.	Salary Range: Enter text.	Effective Date: Enter a date.			
Pay Scale Type: Enter text.	Job Analysis On File? Yes ☐ No ☐	Position Type (Employee Group): Enter text.	EEO Category: Enter text.			
Employee Sub-Group: Enter text.	Position Retirement Eligible: Yes ☐ No ☐	Position is: Funded ☐ Non-Funded ☐	Workers Comp. Code: Enter text.			
County Code: Enter text.	Business Area: Enter text.	Personnel Area (FEIN): Enter text.				
Position Eligible for Telework Yes ☐ No ☐		Position Eligible for Flextime Yes ☐ No ☐				
Position Eligible for Compressed Workweek Yes ☐ No ☐		Unique Facility Identifier (UFI) For more information see: UFI Search Feature Enter text.				
Bona Fide Occupational Qualification Yes ☐ No ☐ If yes, list qualifications: Enter text.						
Cost Center Codes						
COST CENTER	PCT. (%)	FUND	FUNCTIONAL AREA	COST OBJECT	AFRS PROJECT	AFRS ALLOCATION
Enter text.	Enter text.	Enter text.	Enter text.	Enter text.	Enter text.	Enter text.
Enter text.	Enter text.	Enter text.	Enter text.	Enter text.	Enter text.	Enter text.
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Date: Enter a date.	HR Designee's Name: Enter text.	HR Designee's Title: Enter text.			HR Designee's Signature: Enter text.	
Date: Enter a date.	Budget Designee's Name: Enter text.	Budget Designee's Title: Enter text.			Budget Designee's Signature: Enter text.	