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# State of Louisiana

Division of Administration
Office of Human Resources

**DIVISION OF ADMINISTRATION**

**PERSONNEL POLICY NO. 81**

**EFFECTIVE DATE:** **April 4, 2007**

**REVISED DATE:** **June 3, 2009; December 14, 2011; July 1, 2012**

**SUBJECT:** **Dual Career Ladder (DCL) Program for Information Technology Jobs**

**AUTHORIZATION:** _____
**Steven Procopio, Appointing Authority**

## I. POLICY:

In accordance with Civil Service Rule 5.9, it is the policy of the Division of Administration (DOA) to administer a Dual Career Ladder (DCL) program for the following Information Technology (IT) jobs within the DOA .

IT Technical Support Consultant - DCL
IT Applications Programmer/Analyst 3 - DCL
IT Management Consultant 2 - DCL
IT Geographic Technical Specialist - DCL

## II. PURPOSE:

The purpose of this policy is to set forth guidelines addressing Dual Career Ladders for specific IT jobs. The goals of this policy are to:

Encourage our most skilled and valuable employees to remain within the DOA by providing expanded career opportunities, and to compensate our most skilled technical employees without moving them into a supervisory position and thereby allowing them to more effectively serve as mentors and as an expert resource to internal agency staff as well as external clients.

Recruit and retain top level personnel for positions within the DOA requiring a combination of broad technical expertise, exceptional communication skills, functional knowledge of multiple complex program areas, and broad knowledge of how new and current Information Technology affects sections within the DOA.

Provide monetary incentives to employees in positions requiring performance at a higher level, with more complex duties and possession of advanced specialized skills.

Encourage employees to attend occupation-specific training in their chosen field of expertise, enhancing their value to the organization, while reducing the cost of training to the DOA through reduced position turnover.

Encourage employees to attain industry-recognized certifications that are pertinent to the efficient performance of their duties within the DOA.

Increase job satisfaction and performance through reallocation or promotion based upon technical expertise rather than supervisory or managerial responsibilities.

Reduce the turnover rate within the most experienced levels of the Information Technology series through increased promotional opportunities, thereby preserving the institutional knowledge acquired by employees who remain with the DOA and ensuring the continuity of complex programs.

Recruit and retain technically oriented personnel whose career path normally peak at a lower point than persons who move into a managerial track.

## III. PERFORMANCE STANDARDS:

Individuals who are eligible to be considered for positions in the Dual Career Ladder must meet the following requirements:

1. Effective July 1, 2012 through June 30, 2013, employees must have received an evaluation of satisfactory on June 30, 2012.

2. Effective July 1, 2013 and after, employees must have received an evaluation of successful or above for the previous evaluation period

3. No disciplinary actions in the preceding three (3) years.

4. A demonstrated exceptional level of skill and/or expertise in a field of technical knowledge that directly supports the mission of the Division of Administration.

5. A demonstrated commitment to excellence in the I.T. field by active participation in continuing education (CBT or instructor-led) that is pertinent to their job duties. Active participation is defined as 20 hours or more of training in I.T. and related fields (at the discretion of the Section Head) in a two year time period.

Performance Standards do not end when a person is ruled eligible or appointed to a DCL position. Rather, the performance standards are considered to be an ongoing requirement that is to be reviewed every 18-24 months by the appropriate persons to ensure continued eligibility. Failure to continue meeting the performance standards will result in loss of DCL eligibility.

## IV. SELECTION PROCEDURES:

Newly created or vacant I.T. DCL positions will be filled on a competitive basis. Positions will be announced through postings upon the approval of the Appointing Authority to fill the position. The job announcement will be posted on the Civil Service LA Careers announcement board and/or advertised by other required announcement method(s) as determined by the DOA Office of Human Resources, Section Head, and Appointing Authority.

Applications will be received during the posting period and evaluated. Applicants meeting the minimum qualification requirements and selection criteria outlined in the announcement will be routed to the appropriate personnel. Upon qualification, applicants will be contacted to schedule an interview with the appropriate individual or committee.

Final recommendations for appointments to a DCL position will be made by the appropriate Section Head and final approval must be granted by the Appointing Authority. Employees must meet all minimum qualifications of the applicable job specification.

## V. SUPPLEMENTAL QUALIFICATIONS:

Each DCL position will have specific position requirements such as experience in a selected function or special licenses and/or certifications in addition to the required Civil Service minimum qualifications.

Examples of supplemental qualifications that could be considered as qualifying an applicant for consideration to **any DOA I.T. DCL position** would be:

1. An advanced degree in Management Information Systems (MIS), Computer Science, Electronic Engineering, Information Systems Decision Science (ISDS), or a Masters in Business Administration (MBA).

2. Specific industry-recognized certifications such as Novell Certified Network Engineer (CNE), Red Hat Certified Engineer (RHCE), Microsoft Certified Systems Engineer (MCSE), Cisco Certified Internetworking Engineer (CCIE), ISC2 Certified Information Systems Security Professional (CISSP), ICCP Certified Systems Professional (CSP), or the ICCP Associate Computer Professional (ACP).

3. A departmentally-recognized subject matter expert in an area that is pertinent to the position under consideration. Examples for determining qualifications as a subject matter expert would include:

   a. Serving as a speaker at a conference, seminar or other work-related event.

   b. Serving as an officer or board member in a nationally recognized I.T. organization.

   c. Active participation as an officer in a statewide I.T. organization.

4. One year of experience as the Lead I.T. Advisor to a position at the level of a Deputy/Assistant Commissioner.

Examples of supplemental qualifications that could be considered as qualifying an applicant for consideration to **Information Technology Technical Support Consultant-DCL**:

1. Selected primarily non-supervisory positions involving complex advanced skills in many areas of IT Technical Support.

2. Broad knowledge of the entire Information Technology Environment within the Division of Administration.

3. Good communications skills and the ability to transfer knowledge to others by conducting training classes.

4. Minimum of four (4) years experience in the subject matter area as an I.T. Technical Support Specialist 3 or equivalent.

Examples of supplemental qualifications that could be considered as qualifying an applicant for consideration to **Information Technology Applications Programmer Analyst 3-DCL**:

1. Selected primarily non-supervisory positions involving complex advanced duties in database design, system design or extraordinary programming skills (possibly in several languages), along with the ability to conduct training classes to share knowledge with other employees and good communications skills.

2. Minimum five years (5) experience in the Information Technology programming field.

Examples of supplemental qualifications that could be considered as qualifying an applicant for consideration to **Information Technology Management Consultant 2-DCL**:

1. Selected primarily non-supervisory positions involving special knowledge in many areas of Information Technology.

2. Perform high-level management consultant and planning functions for multiple or complex assigned functional program areas. These areas could include application development, program analysis, planning, disaster recovery management, security, general management, networking, website design and development, communications, and new and emerging technologies.

3. Broad knowledge of how other areas of Information Technology affect the whole organization.

4. Exceptional communication skills and the ability to transfer knowledge to others by teaching training classes.

5. Excellent communication skills and analytical ability to work with all DOA managers and supervisors, and outside providers to define appropriate service to assigned program areas and to assure the delivery and quality of that service.

6. Minimum six (6) years experience in the Information Technology field, including at least two (2) years as an Information Technology Management Consultant 1.

Examples of supplemental qualifications that could be considered as qualifying an applicant for consideration to **Information Technology Geographic Technical Specialist-DCL**:

1. Selected primarily non-supervisory positions involving complex advanced duties in Geographic Information Systems (GIS) including GIS development, GIS programming, GIS web site development and management, and GIS project development.

2. Knowledge of and experience with use of digital remotely sensed imagery (satellite imagery and aerial photography) for use in the GIS.

3. Exceptional communications skills and the ability to transfer knowledge by developing and presenting training to others.

4. Minimum seven (7) years experience in GIS, including at least four (4) years as an Information Technology Geographic Senior Support Analyst.

## VI. SCOPE OF USE:

DCL positions being utilized at any time will not exceed 25% of all funded, filled and vacant non-direct supervisory positions encompassed by this policy. The 25% eligible DCL positions will be determined annually on July 1st and will remain constant for the Fiscal Year (FY) based upon the authorized Table of Organization (T.O.) for the FY. At any time during the FY should the T.O. change for the DOA a new DCL eligibility figure may be recalculated if authorized by the Appointing Authority.

The DOA will utilize the current Civil Service job specifications to support its DCL program. The location of work will be restricted to those sections with existing Information Technology series positions. DCL positions will be used for non-supervisory positions involving complex advanced duties within the I.T. career field.

In addition to the duties described in the job specifications, these positions will serve as senior advisors and experts to agency staff and the public in the specific field of expertise. This involves the acquisition and application of knowledge of all essential aspects of the field of expertise and remaining current on the latest developments in the field.

Incumbents will provide expertise in their field to everyone in the DOA and the general public when appropriate. This input is key to any decision making process that involves the designated field of expertise.

Incumbents must be willing to continue training and research in their field to maintain a very high and up-to-date level of expertise and to share it with their colleagues for the benefit of the DOA and the State of Louisiana.

## VII. PROGRAM ASSESSMENT AND REPORTING:

In accordance with Civil Service mandate, at the end of each fiscal year, DOA will compile a DCL Annual Report detailing the progress of the department's DCL program.

## VIII. RESPONSIBILITY:

**DEPUTY/ASSISTANT COMMISSIONERS AND EQUIVALENT are responsible for:**

Holding Section Heads under their supervision accountable for adhering to all aspects of this policy.

**SECTION HEADS are responsible for:**

Determining and documenting which applicants and incumbents qualify for DCL positions and making recommendations to the appointing authority.

Ensuring that only individuals in Information Technology positions are considered.

Ensuring that each employee under his supervision, current and new is made aware of this policy and its contents as well as any forthcoming revisions.

Cyclically reviewing the positions selected to be in the Dual Career Ladder program to assure the requirements are still appropriate and the positions remain viable.

**MANAGERS/SUPERVISORS are responsible for:**

Complying with this policy as directed by the Section Head.

**EMPLOYEES are responsible for:**

Meeting all minimum qualifications of the applicable job specification, including any additional selection criteria and supplemental training.

**OFFICE OF HUMAN RESOURCES is responsible for:**

Providing a DCL Annual Report to Civil Service in accordance with all requirements.

## IX. QUESTIONS:

Questions regarding this policy should be directed to the Office of Human Resources.

## X. EXCEPTIONS:

Requests for exceptions to this policy shall be justified, documented and submitted to the Appointing Authority for consideration.