



# Illinois Department of Transportation

## Memorandum

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To: DEPUTY SECRETARIES, DIRECTORS AND BUREAU CHIEFS  
From: Dianna L. Taylor  
Bureau Chief of Personnel Management  
Subject: Technical Vacancy  
Date: September 6, 2017

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Attached are the Position Summary Sheet and Position Description for the vacant technical position listed below. Please post this vacancy announcement Thursday, September 7, 2017 in the designated areas.

The deadline for applicants to submit their applications for consideration is **4:30 p.m. on Wednesday September 20, 2017**. Applications will not be accepted after that time and date.

**NOTE: Please be advised that if a high volume of applications are received, the applications may be screened to establish a smaller pool of applicants for interview. The screening will be based on the information contained in the application.**

If you have any questions, please contact the Bureau of Personnel Management at 217/782-5594.

TM IV

Senior Document Services Specialist  
Bureau of Business Services  
Office of Finance & Administration  
Springfield

Attachments  
42209

Technical Applications [PM1080 rev 6/1/17](#)\*\***must be received** by the Bureau of Personnel Management, Room 113, 2300 South Dirksen Parkway, Springfield, IL 62764 (Fax# 217/557-3134) or emailed to [DOT.CO.BPM.EmploymentApplications@Illinois.gov](mailto:DOT.CO.BPM.EmploymentApplications@Illinois.gov) by **Wednesday, September 20, 2017, 4:30 p.m.** Please include address, daytime phone and position for which applying if not already listed on application. Applicants will be notified in writing to schedule interviews.

**NOTE: Please be advised that if a high volume of applications are received, the applications may be screened to establish a smaller pool of applicants for interview. The screening will be based on the information contained in the application.**



**Illinois Department  
of Transportation**

An Equal Opportunity Employer

## Position Summary Sheet

<b>Classification:</b>	<b>Technical Manager IV</b>	<b>Salary:</b>	<b>\$5,015 - \$7,085*</b>
<b>Position Title:</b>	<b>Senior Document Services Specialist</b>	<b>Union Position:</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Position Number:</b>	<b>PW414-23-40-803-30-01</b>	<b>IPR#:</b>	<b>42209</b>

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### Office/Central Bureau/District/Work Address:

Office of Finance & Administration / Bureau of Business Services / 2300 S. Dirksen Parkway, Springfield, IL

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### Description Of Duties:

This position serves as the bureau's lead documentation services specialist and is responsible for QA/QC of automated business forms and workflows, documenting and maintaining policies and procedures for the bureau, and provides general information technology support. This position serves as the Business Services' liaison to the Bureau of Information Processing.

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### Special Qualifications:

#### *Desired:*

- Four years of college, preferably with major courses in business process management, IT project management, management information systems, computer science, or business/public administration
- Five years of experience in business/public administration with at least two years of experience developing automated business forms and workflows and implementing ISO 9001 document control standards
- Demonstrated proficiency in Microsoft Word, Microsoft Excel, Microsoft Outlook, Microsoft SharePoint site administration, Nintex, Adobe LiveCycle, Adobe Acrobat Professional, and Percussion Content Management 1
- Detail-oriented
- Business process mapping and analysis experience
- Working knowledge of document management principles and practices
- Ability to work under pressure and time sensitive deadlines

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### Shift/Remarks:

8:00 a.m. – 4:30 p.m. / Monday – Friday

\*Individual salary offers are computed based on an applicant's current position and experience level in comparison to the posted title as well as internal equity of staff in the organizational unit.

\*\*Technical Application PM1080 (revised 6/1/17) is required. No previous version of the PM1080 will be accepted.

**ILLINOIS DEPARTMENT OF TRANSPORTATION  
POSITION DESCRIPTION**

<b>DATE:</b>	May 23, 2017	<b>POSITION:</b>	Senior Document Services Specialist
<b>APPROVED BY:</b>	<i>D. Baranzelli</i>	<b>OFFICE:</b>	Finance & Administration/Bureau of Business Services
<b>CODE:</b>	PW414-23-40-803-30-01	<b>REPORTS TO:</b>	Document Services Unit Chief

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***Position Purpose***

Under direction of the Document Services Unit Chief, this position serves as the lead document services specialist and is responsible for QA/QC of automated business forms and workflows, documenting and maintaining policies and procedures for the Bureau of Business Services, and providing general IT support for the bureau. This position serves as Bureau of Information Processing liaison.

***Dimensions***

Forms Maintained:	+/- 2,500
Special Projects:	5-10 annually
Web Sites Maintained:	+/- 2

***Nature and Scope***

This position reports to the Document Services Unit Chief. There are no subordinates reporting to this position.

The primary responsibilities of this position are to perform QA/QC of automated business forms and workflows developed by the bureau's Business Process Automated Specialists in the unit, publish approved business forms and workflows to the appropriate web site(s), document and maintain policies and procedures for the Bureau of Business Services, provide training for workflows and business form automations, and provide general IT support for the bureau.

Typical challenges encountered by the incumbent include maintaining the currency of process documentation, ensuring compliance with the department's document management requirements, and ensuring adequate IT support for bureau employees. The incumbent is challenged to stay abreast of business process automation and document management technology.

This position performs QA/QC and publishes departmental forms, templates, and workflows in a timely manner. S/He plans and coordinates bureau IT system and business process automations/upgrades, and coordinates submittal and follow-up of all IT requests for the Bureau of Business Services. The incumbent serves as the lead document services specialist and provides employee training for workflows and automated business forms. S/He serves as Document Management Coordinator for the Bureau of Business Services.

Internal contacts are with members of the Document Management Committee, form/business process owners, Bureau of Information Processing, Bureau of Business Services staff, and other central office and district staff. Travel may be required of this position.

The incumbent is constrained by all applicable department/state/federal guidelines. Matters of a unique nature are referred to the supervisor with recommendations for resolution.

The effectiveness of this position is measured by the incumbent's ability to facilitate compliance with the Document Management Program and complete special projects in a timely manner.

***Principal Accountabilities***

1. Serves as the lead document services specialist.
2. Serves as the bureau's IT liaison.
3. Performs QA/QC and publishes approved automated business forms, templates, and workflows.
4. Provides employee training for workflows and automated business forms.
5. Serves as the Document Management Coordinator for the Bureau of Business Services.
6. Performs duties in compliance with departmental safety rules. Performs all duties in a manner conducive to the fair and equitable treatment of all employees.
7. Performs other duties as assigned.