

State of Washington
Office of the Secretary of State
invites applications for the position of:



Elections Helpdesk Management Analyst 3

SALARY: \$3,948.00 - \$5,307.00 Monthly

OPENING DATE: 01/03/19

CLOSING DATE: Continuous

DESCRIPTION:



Secretary of State

Kim Wyman

Headed by an elected state official, the Office of the Secretary of State is responsible for administering elections within the state, registering corporations and charities that do business within the state, collecting and preserving the records of governmental bodies within the state, and maintaining the Washington State Library. The office also administers the Address Confidentiality Program, the Legacy Program, and the Combined Fund Drive. Visit our website at www.sos.wa.gov.

Elections Helpdesk Management Analyst 3 Permanent, Full-Time

We are recruiting to fill three (3) positions. Each position reports to the VoteWA Support Manager and is responsible for supporting the VoteWA System, including voter registration and election management for Washington counties, initiative and referendum filings and voting systems certification. Using independent judgment and delegated decision-making authority, this position completes helpdesk duties for the mission critical VoteWA systems. This position also conducts and supports activities critical to the effective use of the VoteWA and performs duties vital to state voter registration programs.

DUTIES:

Each position will perform the duty of VoteWA Helpdesk Support

- Responds to and ensures that all requests for support are performed in a timely, accurate fashion
- Provides responses to queries and handles customer complaints and provides customer feedback to the appropriate senior staff when necessary
- Give and provide resolution to inquiries, with an emphasis on training the customer on how to resolve the issue locally. Customers include county elections staff, OSOS Elections staff and members of the public
- Develop daily, weekly, and monthly reports on helpdesk productivity
- Makes recommendations for new enhancements/upgrades to the system
- Monitors and tracks the frequency of like or related issues. In consultation with members of the VoteWA Support team, assesses the severity of problems raised by customers and

determines if and when a statewide communication to all customers is necessary in order to ensure the proper operation of the VoteWA systems

- Continuously maintains and updates the online VoteWA help manual, ensuring both are accurate and helpful to county and state users
- Provides training and support for individuals and in small group settings
- Monitors the functionality of the VoteWA systems. Working with users, records and reports bugs and suggestions for enhancements to the Voting Systems Specialist and OSOS IT Applications Project Manager
- When appropriate, routes an issue to another team member, subject matter expert or IT support for resolution

Each position will serve as the lead helpdesk analyst in one (1) of the following areas:

- Initiative and referenda filing
 - Administers and processes initiative and referenda filings
 - Creates and maintains electronic files for each initiative filing
 - Maintains current initiatives and initiative filing process online
 - Oversees initiative petition checks, determining the validity of petitions and determining which meet the minimum requirements to appear on the General Election ballot
 - Directs the signature count and marking processes during initiative checks
 - Maintains up-to-date initiative information and statistics on the website
 - Works closely with other divisions and agencies to conduct accurate signature checks
 - Recruits and trains part-time, on-call initiative checkers
 - Processes initiative and referendum filings

OR

- VoteWA election results, candidate filing system testing and other public information portal assistance for public and county users
 - Communicates and coordinates testing of election results upload prior to election day with stakeholders
 - Communicates and coordinates candidate filing testing of prior to filing week with stakeholders, working alongside the candidate filing specialist
 - Conducts data integrity checks to ensure stakeholders are prepared for filing week prior to filing week
 - Responds to queries and is the main point of contact for customer support of the public information portal for public and county users
 - Main point of contact for support issues during candidate filing week
 - Main point of contact for election result upload issues on and after election day
 - Monitors usage and activity of election results, candidate filing, and public information portal

OR

- VoteWA elections management systems
 - Preparing VoteWA for upcoming elections
 - Monitoring and resolving issues with counties as they enter election data into VoteWA
 - Communicating reminders and standards to stakeholders related to election data
 - Conducting data integrity checks to ensure stakeholders are prepared for ballot mailing, election day, and certification day
 - Responds to queries and is the main point of contact for customer support of the election management system
 - Monitoring pending tasks related to election management in VoteWA
 - Monitoring and reporting regular status reports on election related activities on a county by county level

Each position will perform the duty of VoteWA and voter registration operational support and program development

- Uses established processes and procedures to ensure the accurate and efficient operation of the VoteWA systems
- Maintains and monitors the VoteWA tasks and activity. Works with counties to resolve or remind them to complete delayed tasks
- Oversees the VoteWA Support Inbox, voicemail, and hotline
- Composes and distributes routine electronic communications to the counties regarding the status of VoteWA related projects and services, including reports of activity
- Test bug fixes and new feature development in the VoteWA systems
- Ensures adequate supplies of voter registration forms, in multiple languages as required by the Voting Rights Act, are printed and distributed to county election offices and other public locations as required by law. Ensures accurate inventory of the various versions of the forms, and that the current version of print-ready electronic voter registration forms are posted on the agency website
- Serves as the primary resource for VoteWA voter registration assistance for public and county users
- Serves as the back-up resource for VoteWA election management, election results reporting, and data integrity
- Other duties as assigned

QUALIFICATIONS:

Required Qualifications

- Four years of experience consulting, including assessing and analyzing issues, developing reports, and making recommendations to customers; or comparable education to substitute for experience.
- Ability to efficiently use a personal computer and applicable software to successfully perform the essential functions of the position.
- Current Washington State driver's license or have requested and obtained an appropriate accommodation.

Desired Qualifications

- Bachelor's degree and two years of experience in consulting, including assessing and analyzing issues, developing reports, and making recommendations to customers
- Certified Election Administrator in Washington State
- Experience working in an elections office
- Experience preparing and delivering presentations and/or trainings to small or large groups
- Excellent communication skills, both written and verbal
- Demonstrated ability to effectively communicate with individuals and groups regarding complex issues or services

Special Requirements/Conditions of Employment

- Certification as an Elections Administrator within two years of employment
- This position is covered by a union shop provision.

SUPPLEMENTAL INFORMATION:

How to Apply

- Please attach a resume and a letter of interest describing how your experience and qualifications relate to the position description and the required and preferred/desired qualifications.
- All veterans must include a copy of your DD214 to receive preference in the hiring process. You must redact your social security number before attaching it to your application.

The Office of the Secretary of State is an equal opportunity employer (EOE). We do not discriminate on the basis of religion, age, gender, marital status, color, creed, national origin, political affiliation, military status, gender identity, sexual orientation, or any sensory, mental or physical ability. All interested candidates are encouraged to apply. Persons of disability needing assistance in the application process, or those needing the announcement in alternative format, should call (360) 704-5210.

Elections Helpdesk Management Analyst 3 Supplemental Questionnaire

- * 1. Where did you hear about this job opening?
- * 2. Do you have a family member or relative employed at the Office of the Secretary of State?
 Yes No
- 3. If you answered Yes in the previous question, what is the name of your family member/relative?
- * 4. The incumbent in this position will serve as an expert in the VoteWA System. Do you have experience supporting an application system, including consulting, handling customer inquiries, monitoring functionality, and training customers?
 Yes No
- * 5. If you indicated that you had experience above, please describe the kind of duties below, the types of tasks, and what employer you gained this experience with that is listed in your work experience. If you do not have this type of experience, please enter "N/A" in the box below.
- * 6. How many years of experience do you have communicating information to groups?
 I do not have this type of experience, but I am willing to learn.
 I have more than 1 year of experience, but less than 2 years.
 I have more than 2 years of experience, but less than 3 years.
 I have more than 3 years of experience.
- * 7. If you indicated that you had experience above, please describe the kind of duties below, the types of tasks, and what employer you gained this experience with that is listed in

your work experience. If you do not have this type of experience, please enter "N/A" in the box below.

- * 8. Do you have any experience providing materials and training to a group on a particular topic?
 Yes No

- * 9. If you indicated that you had experience above, please describe the kind of duties below, the types of tasks, and what employer you gained this experience with that is listed in your work experience. If you do not have this type of experience, please enter "N/A" in the box below.

- * 10. Do you have experience working in an elections office?
 Yes No

- * 11. If you indicated that you had experience above, please describe the kind of duties below, the types of tasks, and what employer you gained this experience with that is listed in your work experience. If you do not have this type of experience, please enter "N/A" in the box below.

- * 12. Do you have knowledge of federal and Washington State election laws?
 Yes No

- * 13. If you indicated that you had experience above, please describe the kind of duties below, the types of tasks, and what employer you gained this experience with that is listed in your work experience. If you do not have this type of experience, please enter "N/A" in the box below.

- * Required Question