

**DESCRIPTION:** Under administrative direction, manages all IT Operations of a state agency and supervises subordinate IT Supervisors, **OR** manages an significantly sized work unit performing a major IT function and supervises subordinate IT Supervisors; establishes procedures, guidelines and standards; monitors budgets; performs related work as assigned.

**DISTINGUISHING CHARACTERISTICS:** (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the second of three levels (IT Supervisor, IT Manager I, IT Manager II) in the Information Technology (IT) Management series. This class is distinguished from the other classes in the series by the number and levels of staff reporting to it and the scope of management and general duties assigned. The IT Manager I class supervises one or more IT Supervisors and three or more IT professional staff (at the full-performance analyst or developer equivalent level or higher and that are above the technician level) while the IT Manager II class supervises two or more subordinate IT Manager I's. The IT Supervisor class typically does not supervise subordinate supervisors. The IT Manager I and IT Manager II classes have a broader scope than the IT Supervisor class by additional responsibility for IT Operations and to conduct tactical planning to achieve work goals. The IT Supervisor class has a narrower focus on day to day work output and quality of work and may do hands on technical work. Positions which supervise help desk staff are classified within the Information Technology Help Desk class series.

**EXAMPLES OF WORK:** (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Management Duties:

- Manages and directs all aspects of significantly sized IT work unit which performs a major IT function, **OR** manages an agency's entire IT operation
- Develops and implements policies, procedures, and standards
- Prepares work plans to accomplish all projects assigned to the division/section and assigns individual projects to appropriate division/section.
- Directs the building of teams for projects to ensure employee compatibility, cross training, and skills development.
- Monitors work status, prepares status reports and takes corrective actions as necessary.
- Allocates and/or reallocates resources such as staffing, equipment, space and budget.

Supervisory Duties:

- Supervises one or more IT Supervisors and or three or more IT professional staff at the full-performance analyst or developer equivalent level or higher and that are above the technician level.
- Performs personnel functions, including: hiring, performance evaluation and disciplinary procedures.
- Develops and maintains sufficient staff, properly trained and with the right combination of technical skills.

General Duties:

- Prepares and may execute vendor agreements; Monitors and manages IT vendor agreements
- Recommends the incorporation of new technologies within the agency IT operation
- Prepares IT budget
- Attends meetings as agency representative involving IT issues

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- Prepares or assists in preparing agency IT strategic plan

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:** (These are needed at entry level to perform the work assigned.)

Knowledge of: computers and electronics; business methods and practices; personnel management techniques/practices; applicable standards and procedures regarding systems development and documentation; technical areas managed; client service relations; vendor relations.

Skill in: active learning; active listening; analytical thinking; coaching and developing others; communicating with others; solving complex problems; critical thinking; customer service; deductive reasoning; developing objectives and strategies; evaluating information against standards; identification of key causes; identifying downstream consequences; implementation planning; inductive reasoning; information organization; initiative; innovation; judgment and decision making; solving problems; oral and written comprehension and expression; organizing, planning and prioritizing; persuasion; providing consultation and advice to others; resolving conflict/negotiating with others; solution appraisal; system evaluation; time management.

Ability to: cope with pressure, stress, criticism, setbacks, personal and work related problems, etc. with maturity and restraint; coordinate members of a work group to accomplish tasks; manage financial/material/personnel resources; monitor processes/material/surroundings; perform administrative activities; update/use job relevant knowledge; conceptualize and develop original solutions to agency business needs; interpret and apply state and federal laws and standards, labor contracts, agency rules and regulations, etc.; develop and implement division policies/procedures/standards.

**MINIMUM QUALIFICATIONS:** (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

A bachelor's degree or equivalent in computer science, information systems, mathematics, engineering or other related field and two years of experience in related information technology discipline(s) (network infrastructure, coding, systems or database), and two years of experience supervising activities of professional level IT Staff; experience can be substituted for education on a year for year basis, two years of which should be as a project coordinator, leader, or supervisor.

**SPECIAL NOTES:**

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).