DESCRIPTION: Under administrative direction, serves as primary administrator of multiple, significantly sized information systems or diverse work units and/or functions; supervises and coordinates work of several assigned Information Technology (I.T.) Supervisor and/or I.T. Manager positions which direct these systems, work units, and/or functions; establishes both technical and administrative policies, procedures, guidelines, and standards; prepares proposals and monitors activities relative to information technology budgets handled; 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 third of three levels (I.T. Supervisor, I.T. Manager I, and I.T. Manager II) in the Information Technology 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 I.T. Manager II class supervises two or more I.T. Manager I positions, or five or more I.T. Supervisor positions, and other professional-level information technology staff that are at the full-performance I.T. Analyst or I.T. Developer or equivalent or higher level, and that are above the I.T. Technician or equivalent technical level. The I.T. Manager I class supervises at least one or more I.T. Supervisor positions. Positions in the I.T. Supervisor class typically do not supervise other information technology supervisors. The I.T. Manager I and I.T. Manager II classes have a broader scope than the I.T. Supervisor class, by having additional responsibility for several diverse work units including I.T. Operations and for both tactical and strategic planning to achieve work goals. The I.T. Supervisor class has a narrower focus on day-to-day work output and quality of work and may perform hands-on professional-level information technology work. Positions which supervise Help Desk or similar end-user support staff are classified to the Information Technology Help Desk or similar technology support 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 an information technology operation or multiple significantly-sized information systems work units.
• Develops and implements information technology policies, procedures, and standards.
• Monitors the progress of work directed to ensure accomplishment of agency/enterprise-wide information technology plan.
• Prepares, monitors, and manages an agency's entire information technology budget or significant component thereof involving diverse and/or complex information technology functions.
• Ensures assigned employees are properly trained and educated.
• Allocates and/or reallocates resources such as staffing, equipment, space and budget.

Supervisory Duties:
• Supervises assigned managerial and/or supervisory positions as described above.
• Performs personnel functions, including: hiring, performance evaluation and disciplinary procedures.
• Develops and oversees training to ensure employees have proper combinations of technical skills.

General Duties:
• Develops and executes long-range strategic plans, schedules, and priorities to acquire and install technology equipment and to transition from existing to new information technologies.

- Monitors and manages information technology vendor agreements.
- Attends meetings representing the agency.
- Prepares formal written reports and correspondence.
- Makes formal presentations.

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 and practices; applicable standards and procedures regarding systems development and documentation; information technology areas managed; customer service relations; vendor relations.

Skill in: applying active learning and active listening techniques; applying analytical and critical thinking techniques; coaching and developing others; communicating with others to explain technical and administrative information, options, and decisions; solving complex problems; addressing customer service needs; applying deductive and inductive reasoning; developing objectives and strategies; evaluating information against standards; identifying key causes and downstream consequences; solving problems; implementing planning processes; organizing information; promoting initiative and innovation; applying judgment and decision making techniques; oral and written comprehension and expression; organizing, planning, and prioritizing activities and assignments; providing consultation and advice to others; resolving conflicts and negotiating with others; appraising solutions and system evaluations; time management to prioritize others' work activities.

Ability to: cope with pressure, stress, criticism, setbacks, personal and work related problems, with maturity and restraint; coordinate work group members to accomplish tasks; manage financial, material, and personnel resources; monitor processes, material, and surroundings; perform administrative management activities; update and use job related 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, and other directives; develop and implement information technology program and operational policies, procedures and 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.)

Bachelor's degree or equivalent in computer science, information systems, mathematics, engineering or other related field, and two years of experience working with a broad range of technology discipline(s) (e.g., network, infrastructure, coding, systems, or database), and three years of experience supervising activities of professional-level information technology staff. Experience can be substituted for the required education on a year-for-year basis, where two years of this experience will be as a project coordinator, team leader, or staff 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).