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Specifications for the Class:

INFORMATION TECHNOLOGY MANAGER
(INFORMATION TECHNOL MGR)

DISTINGUISHING CHARACTERISTICS

Positions in this class are responsible for managing the information technology program for a State agency or for managing a highly specialized statewide information technology (IT) program, e.g., telecommunications, database management, systems security services. At this level, the IT programs and/or services are of such scope and complexity to require oversight of a staff of lower level IT Specialists through one or more IT Specialist VI subordinate supervisors. The IT program involves a highly complex and integrated system with several subsystems, and/or interfaces with several other departmental programs, other State agencies, governmental agencies, organizations, and/or the public. Such programs and services typically require systems analysis, applications development, database management, and/or technical expertise in an IT specialty area; and resolution of highly unusual and difficult problems in order to meet program requirements or to provide necessary services.

Positions at this level primarily perform work involving the planning, organizing, directing, and coordinating an IT system(s) and/or specialized IT services; participating in the development of conceptual systems, and designing, developing and implementing detailed IT system(s); preparing or directing the preparation of project plans, reports and publications; developing IT initiatives and substantial long-range program plans and policies; budgeting and legislation; supervising program activities through subordinate professional supervisors which oversee a staff of lower level IT Specialists; and representing the organization for all IT related concerns and matters.

Work is performed under administrative direction. Guidelines include pertinent program laws, rules and regulations, and general administrative guidelines, policies, directives, rules and regulations. Contact with personnel within and outside the program is extensive and involves establishing working agreements, seeking support, advising, or defending important and controversial program matters.

Examples of Duties: *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all of the duties that may be assigned. This does not preclude the assignment of duties that are not listed. The scope and level of complexity of assigned duties are commensurate with the scope and level of complexity of work reflected in the class.)*

1. Plans, organizes, directs, and coordinates the development and implementation of IT system(s) for an agency(s).
2. Plans, organizes, coordinates and directs the necessary activities to ensure acceptability, reliability and security of system(s).
3. Plans and organizes the workforce, hardware and software resources required for the development, implementation and maintenance of IT system(s).
4. Supervises teams of IT Specialists through subordinate supervisors and participates in developing conceptual systems; and designing, developing and implementing highly complex IT systems.
5. Develops and evaluates long-range program plans.
6. Develops and documents plans and strategies.
7. Manages and implements plans and strategies that meet needs of the agency/program.
8. Administers and manages large-scale projects for development or major modification of IT systems for all phases of the systems development life cycle.
9. Maintains management control over all phases of IT project(s) and takes appropriate steps to complete project(s) in a timely manner and within budget.
10. Provides advisory-guidance services to agency programs regarding matters related to IT.
11. Advises agency program administrators and staff on effective IT solutions and provides assistance in planning for their IT requirements and needs.
12. Provides advice, monitors and oversees project activities.
13. Directs detailed studies of existing systems and procedures.
14. Organizes and prioritizes program projects and/or services.
15. Reviews and prioritizes new and on-going major projects.
16. Directs the planning, design, implementation, evaluation and maintenance of new or modified systems.

- 17. Develops or participates in the development and implementation of program policies and procedures.
- 18. Prepares and administers program budget and expenditure plan.
- 19. Plans and conducts training of subordinates and evaluates work performance.

KNOWLEDGE AND ABILITIES REQUIRED: The knowledge and abilities required in order to effectively perform the key duties for the class are indicated in the following table. The degree of each knowledge and ability required is commensurate with the scope and level of complexity of the duties and responsibilities that are reflected in the class.

“P” indicates prerequisite knowledge and abilities, which must be brought to the job. “A” indicates knowledge and abilities that are required for full performance but may be acquired on the job, within the probationary period.

KNOWLEDGE AND ABILITIES	
KNOWLEDGE:	
1. Basic mathematics (e.g., addition, subtraction, multiplication, division, fractions, percentages, etc.)	P
2. Report writing.	P
3. Relevant information technology.	P
4. Pertinent information technology principles, concepts and technical aspects of IT specialty area.	P
5. Principles and methods to identify, analyze, specify, design and manage functional and infrastructure requirements.	P
6. Principles and practices of public administration.	P
7. Principles and practices of supervision and management.	P
8. Pertinent functions and mission of the program/organization including rules, policies, procedures, systems and applications.	A
ABILITY TO:	
1. Manage a major IT program.	P

KNOWLEDGE AND ABILITIES	
2. Formulate policies and procedures.	P
3. Plan, direct, coordinate and implement complex IT system(s) and systems analysis for a major IT program.	P
4. Plan, organize, direct and evaluate the work of others.	P
5. Analyze and evaluate data logically.	P
6. Read and comprehend information technology manuals and other technical materials.	P
7. Solve problems and draw logical conclusions.	P
8. Establish and maintain effective working relationships with others.	P
9. Communicate clearly and concisely both orally and in writing.	P
10. Prepare clear and concise reports.	P
11. Develop program goals and objectives to meet information technology needs and requirements.	P
12. Develop and justify budget and expenditure plans.	P

MINIMUM QUALIFICATION REQUIREMENTS

Basic Education Requirement:

Graduation from an accredited four (4) year college or university with a bachelor’s degree.

Excess work experience as described under Experience Requirements, below, or any other responsible administrative, professional or analytical work experience that provided knowledge, skills and abilities comparable to those acquired in four (4) years of successful study while completing a college or university curriculum leading to a baccalaureate degree may be substituted on a year-for-year basis. To be acceptable, the experience must have been of such scope, level and quality as to assure the possession of comparable knowledge, skills and abilities.

The education or experience background must also demonstrate the ability to write clear and comprehensive reports and other documents; read and interpret complex written material; and solve complex problems logically and systematically.

Experience Requirements: Except for the substitutions provided for in this specification, applicants must have had responsible experience of the kind, quality and quantity described in the statements below, or any equivalent combination of training and experience:

Specialized Experience: Three and one-half (3½) years of progressively responsible professional work experience in information technology which involved systems analysis, design, programming, configuration, administration, security and access management, database design and management, consulting, and/or installing and maintaining computer software applications, hardware, telecommunications, web or network infrastructure equipment. The work must have demonstrated knowledge and understanding of information technology principles, methods, standards, techniques and practices; computer hardware, software and peripheral equipment; and personal computer, server, mini and/or mainframe operating systems. At least one (1) year of the work experience must have been at the fully competent level comparable to the class Information Technology Specialist IV in the State service.

Supervisory Experience: Two (2) years of supervisory work experience which included: 1) planning, organizing, scheduling, and directing the work of others; 2) assigning and reviewing their work; 3) advising them on difficult work problems; 4) training and developing subordinates; and 5) evaluating their work performance, and disciplining them when necessary.

Managerial Aptitude: Applicants must possess managerial aptitude. Managerial aptitude will be considered to have been met through successful performance of, or substantial participation in, organizing, scheduling, and coordinating a group of activities in order to attain program objectives within time, resource and budgetary limitations; interest in management demonstrated by the performance of work assignments in a manner which clearly indicates awareness of problems and the ability to solve them; completion of educational or training courses in the areas of management accompanied by the application of principles, which were learned through work assignments; management's observation and evaluation of the applicant's leadership and managerial capabilities; success in trial assignments to managerial and/or administrative tasks.

Substitution Allowed:

1. Possession of a bachelor's degree from an accredited college or university in computer science or in another major which included completion of coursework comparable to a major in computer science may be substituted for six (6) months of the required Specialized Experience.
2. Possession of a master's degree in computer science from an accredited college or university may be substituted for one and one-half (1-1/2) years of the required Specialized Experience.

Quality of Experience:

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

Selective Certification:

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. For such positions, Selective Certification Requirements may be established and certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Agencies requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

Tests:

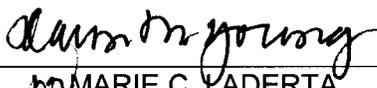
Applicants may be required to qualify on an appropriate examination.

Physical and Medical Requirements:

Applicants must be able to perform the essential duties and responsibilities of the position effectively and safely, with or without reasonable accommodation.

This is a change in the class title, and an amendment to the class specification for the class Data Processing Systems Manager approved on July 26, 1982, and the minimum qualification specification approved on March 4, 1986.

DATE APPROVED: 2/25/2010



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