

Class Concept

This work involves developing and maintaining relationships with the client agencies of the State. Positions work with and influence all levels of agency management to ensure that the IT infrastructure support services meet the needs of enhancing the efficiency and effectiveness of the business of state government or university. The role requires an understanding of the business functions and the technology components of state government. Position develops service level agreements with the agencies assigned, oversees service, and troubleshoots the problems and issues that arise. This position is responsible for teaming with the agency senior leadership to facilitate the implementation of business unit technology strategic plans in the use of Department of Information Technology Shared Services.

Recruitment Standards

Knowledge, Skills, and Abilities

- Demonstrated ability to work with customers in an IT shared services environment managing customer relationships on behalf of the shared services organization and providing excellent customer service
- Thorough knowledge of how IT services contribute to a customer's delivery of a service to the citizens
- Intermediate knowledge of the agency's business, services, and IT operations
- Demonstrated ability to provide effective negotiation and conflict resolution in stressful situations
- Excellent analytic, problem identification, and problem resolution skills that effectively resolve open issues and close gaps in service and support
- Solid writing skills and ability to create clear, effective presentations
- Knowledge of information systems technologies and how best to leverage technology to meet business needs
- Demonstrated ability to cooperate with other related work teams and to work in a matrixed management environment
- Knowledge and experience with the information technology infrastructure library methodologies
- Knowledge of the principles and techniques of project management, strategic planning and IT and business process management in a complex, diverse, and dynamic business environment
- Ability to be self-directed and work independently with minimal supervision
- Ability to operate within the confines of state government employment. This includes the ability to understand government policies, statutes, and procedures and to strictly adhere as required by law

Minimum Education and Experience

Bachelor's degree in business administration, computer science or any related field from an appropriately accredited institution and three years of experience in business consultation or business relationship development in an information technology environment; or an equivalent combination of education and experience.