

Class Concept

This is administrative and managerial work in directing the full range of information management resources for a state agency or managing a defined unit within a larger IT organization. This level is characterized management of primarily individual contributors, often from diverse disciplines within the IT field, that provides support for the agency's information needs, supports a small number of applications systems, and oversees less complex technical and operational support areas.

Employees are responsible for planning, developing, and overseeing the information services provided to an organization. This involves managing, organizing, and directing the resources and personnel to develop and maintain systems, software, and operations for the information needs of the unit. This classification also represents assistant director roles within the larger, more complex IT departments.

Employees represent the IT department with upper-level management of the department to determine multi-year direction and goals for department-wide information services. Employees work with hardware and software vendors and external technology sources to develop relationships and resources to keep abreast of changing technology. Employees perform related work as required.

Employees may function at the manager level for more generic IT management roles such as long-term strategic planning. They are responsible for the leadership of a professional IT organization in a state agency or university or a defined unit of a large IT organization. They are responsible for the management of technical resources assigned to the unit. They understand technology used in the unit's operations and its role within the enterprise. They are responsible for planning and directing activities as appropriate. They may be responsible for budget oversight and planning, providing input to higher level managers regarding direction of work within the unit/s, and participating in the development of strategic direction for the organization. They contribute to the development and enforcement of operational standards for the unit.

Recruitment Standards

Knowledge, Skills, and Abilities

- Thorough knowledge of the capabilities and limitations of a wide range of equipment, software, and services necessary to administer the information processing needs.
- Thorough knowledge of the management techniques involved in resource allocation and personnel management.
- Ability to plan for the IT needs of the department.
- Ability to communicate effectively in oral and written form.
- Ability to establish, consult, advise, and maintain effective working relationships with vendors, clients, top level management of the department, and the public.

Minimum Education and Experience

Bachelor's degree in computer science or an IT related field from an appropriately accredited institution and five years of progressive experience in the information technology field related to the position's role including at least one year of supervisory experience; or

Associate degree in computer science or an IT related field from an appropriately accredited institution and six of progressive experience in the information technology field related to the position's role including one year of supervisory experience; or an equivalent combination of education and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.