

Class Concept

This is administrative and managerial work in directing the full range of information management resources for a state agency or a unit with multiple layers within a larger IT organization. This class is distinguished from the Information Technology Director I level by a larger staff, several varied applications systems, mainframe(s), or multi-server environment with communications capabilities or access to a larger mainframe with increased capabilities.

Employees are responsible for planning, developing, and overseeing the information services provided to an agency as a whole or to a specific unit within a larger IT 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 agency. This concept may include assistant director roles for larger, more complex IT departments. This role typically manages both supervisor/managers and individual contributors.

Employees represent an 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.

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 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 IT related field from an appropriately accredited institution and six years of progressive experience in the related area including at least two years of managerial experience; or

Associate degree in computer science or IT related field from an appropriately accredited institution and seven years of progressive experience in the related area including at least two years of managerial experience; or an equivalent combination of education and experience.