Class Concept

This is administrative and managerial work in directing the centralized computer services for a state agency or multiple areas of a larger IT organization. This class is distinguished from the IT Director II class by a large number of complex applications systems of critical impact to other agencies' data needs or client support services, communications capabilities to field or distributed offices, and a large staff of applications development, operations, and technical systems/communications personnel.

Employees are responsible for planning, developing, and overseeing the information services provided to an agency as a whole or to the multiple areas it oversees. 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.

Employees represent the IT department with upper-level management of the department to determine multi-year direction and goals for department or university-wide information processing 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 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 an IT related field from an appropriately accredited institution and six years of progressive experience in the field of information technology which includes at least three years of managerial experience; or

Associate degree in computer science or an IT related field from an appropriately accredited institution and seven years of progressive experience in the field of information technology which includes at least three years managerial experience; or an equivalent combination of education and experience.