

Class Concept

This level represents the highest level of IT management for an agency or large-scale divisions, managing a team of senior managers of IT professionals supporting dynamic and complex applications. This job typically oversees an operation that provides full-service IT support and troubleshooting in addition to maintaining many applications.

The IT Executive I makes policy decisions that set the overall direction for the work unit. The role has significant input into the strategic direction of the work units and often makes this decision independently (within authority delegated by the executive level). This level looks for opportunities to improve the status quo, understands technology used in operation and the supporting technical theories but detailed technical knowledge is not the primary focus of this role. This job supervises other managers and directors who direct the operation of work units.

Employees have a significant role in representing the organization to senior level management of clients and external committees and must be able to move the organization forward by persuading other decisionmakers. Technical leadership is provided through a broad understanding of industry trends. The strength of this role is to understand the relevant technical issues. This role may provide guidance to staff in resolving difficult technical issues.

Recruitment Standards

Knowledge, Skills, and Abilities

- Ability to establish and maintain positive customer service standards.
- Thorough knowledge of the relationship between customer business and technology solution.
- Ability to develop an environment that encourages teamwork and models positive teamwork within the unit.
- Ability to effectively communicate clearly to other managers and senior level agency personnel.
- Thorough knowledge of the department's organization, its sections and an understanding of their roles.
- Ability to develop talent for a large work group with a focus on the total skill set of the organization.
- Ability to coach and develop managers in the organization.

Minimum Education and Experience

Bachelor's degree in computer science or a related IT field, business administration, project management, or closely related degree from an appropriately accredited institution and seven years of progressive information technology experience including three years of managerial experience; or

Associate degree in computer science or a related IT field, business administration, project management, or closely related degree from an appropriately accredited institution and eight years of progressive information technology experience with three years of managerial experience; or an equivalent combination of education and experience.