INFORMATION TECHNOLOGY MANAGER

JOB DESCRIPTION

Employees in this job function as managers of information technology staff. The employee, under general or administrative supervision, works within general methods and procedures and exercises considerable independent judgment to select proper courses of action. The work requires knowledge of the policies, methods, and procedures of the field of information technology, and supervisory techniques, personnel policies, and procedures.

Position Code Title - Info Tech Manager-3

Information Technology Manager 14

The employee functions as a first-level professional manager of professional or professional-equivalent information technology position(s).

Position Code Title - Info Tech Manager-4

Information Technology Manager 15

The employee functions as a second-level professional manager of information technology professional or professional-equivalent position(s).

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Selects and assigns staff, ensuring equal employment opportunity in hiring and promotion.

Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.

Evaluates and verifies employee performance through the review of completed work assignments and work techniques.

Identifies staff development and training needs and ensures that training is obtained.

Ensures proper labor relations and conditions of employment are maintained.

Maintains records, prepares reports, and composes correspondence relative to the work.

Directs the activities of subordinate analysts, coordinators or project managers in the leading or development of new information technology systems and enhancement to existing automated systems.

Uses state standard system methods in the development, enhancement, and maintenance of information technology systems.

Serves as liaison between the data center and users concerning requests, usage, standards, and other developmental and production matters.

Directs or participates in the development of documents for service requests.

Manages and oversees large, long range, or multiple complex projects.

Evaluates, reviews, and approves requests for information systems hardware, software, or services.

Directs the development, compilation, maintenance, and documentation of computer monitor systems, vendor-supplied packaged programs, macros, utilities, data communications programs, and other highly technical programs.

Provides guidance to the systems, programming, and operation staff in the solution of hardware/software related problems.

Directs the implementation and maintenance of computer software.

Coordinates implementation of data communication equipment and applications with user departments, vendors, and data centers.

Directs the investigation and analysis of computer equipment and related software; supplies management with documentation of advantages and disadvantages.

Disseminates detailed descriptions of new or modified hardware/software systems and instructions for their use.

Develops cost estimates, human resource requirements, work plans, time schedules, and makes work assignments to meet objectives.

Establishes and monitors program priorities, objectives, and procedures, determining area objectives, targets of service, and needs resource allocation.

May occasionally perform any task assigned to subordinate staff, consistent with any licensing or certification requirements.

Performs related work as assigned.

JOB QUALIFICATIONS
Knowledge, Skills, and Abilities

Thorough knowledge of supervisory and training techniques.

Thorough knowledge of employee policy and procedures.

Thorough knowledge of equal employment practices.

Thorough knowledge of system development methods used for the development of new systems and enhancements to existing information systems.

Thorough knowledge of advanced concepts and basic operating principles of data communications and information systems hardware and software.

Thorough knowledge of advanced principles, theories, techniques, and methods of information system analysis and programming.

Thorough knowledge of data processing and data communications concepts and services.

Thorough knowledge of contemporary and generative programming languages and techniques.

Thorough knowledge of computer monitoring systems, vendor-supplied packaged programs, macros, utilities, and other highly technical programs.

Thorough knowledge of data communication and transaction-based processing.

Thorough knowledge of the operational and technical problems involved in the administration of a specialized program.

Ability to gather and analyze facts, draw conclusions, define problems, and suggest solutions.

Ability to adapt, integrate, and modify existing programs or vendor-supplied packaged programs for use with existing information systems.

Ability to use programming procedures and techniques in the implementation of computer programs.

Ability to conduct training and informational sessions.

Ability to communicate effectively.

Ability to maintain favorable public relations.

Working Conditions

None

Physical Requirements

None

Education

Possession of a bachelor's degree with not less than 21 semester (32 term) credits in one or a combination of the following: computer science, data processing, computer information systems, data communications, networking, systems analysis, computer programming, information assurance, IT project management or mathematics.

Experience

Information Technology Manager 14 - 15

Three years of professional experience equivalent to an Information Technology Infrastructure, Programmer/Analyst or IT Project Coordinator P11 or one year equivalent to an Information Technology Infrastructure, Programmer/Analyst or IT Project Coordinator 12.

Alternate Education and Experience

Information Technology Manager 14 - 15

Three years of experience as a computer programming supervisor or Information Technology Supervisor may be substituted for the education and experience.

Special Requirements, Licenses, and Certifications

Certain positions may be assigned subclass codes and individuals appointed must possess the required specialized experience.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code	Job Code Description
INFOTEMGR	INFORMATION TECHNOLOGY MANAGER

Position Title	Position Code	Pay Schedule
Info Tech Manager-3	INFOTMGR	NERE-265
Info Tech Manager-4	INFOMGR4	NERE-266

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09/09/2018