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| **GENERAL DESCRIPTION OF WORK** | | |
| Positions in this banded class 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. Positions provide technical support to the unit’s customers. They are responsible for the management of various monetary and 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 of, and enforce operational standards for, the unit. They are responsible for the professional growth and development of the unit’s staff. They may employ a number of strategies for supervising employees and may supervise staff directly and/or occasionally through another manager; day-to-day  tasks may be delegated to a self-directed staff. | | |
| **CONTRIBUTING** | | |
| **Functional Competency** | **Examples of Work** | **Competencies** |
| **Technical Knowledge and**  **Leadership** | Extensive expertise in specialty area. Maintains up-to-date understanding of technical issues in own field.  Extensive technical understanding required to direct and assist staff.  Manages timelines, resources and personnel (internal staff and contractors), and directs implementation efforts to completion. | Ability to extract and apply core concepts to problem solving.  Ability to manage technical projects, which may be of limited scale.  Ability to make determinations based on facts. Ability to identify problems, report potential problems, and assess options.  Ability to interpret delivery of service and compliance with local, state, and federal regulations and standards.  Ability to identify risk impact on program policy and procedure issues. |
| **Planning and Organizing** | Oversees the technology needs of the organization and plans for new technology or changes in technology to meet the 0rganization’s needs.  As a unit supervisor in a large organization, oversees the technical unit and its projects.  Plans the daily or weekly workload to meet work group objectives. Makes minor adjustments in methods or procedures.  Plans and implements the delivery and improvement of services, staffing and resources. Actively provides oversight of program/services. | Knowledge of state and agency budget procedures for operating within established budget.  Ability to develop and plan projects. |
| **Strategic Development and**  **Program Management** | Leads the unit in the delivery and improvement of services and projects. Develops projects goals and strategies to meet the needs of the enterprise. | Extensive knowledge to weigh alternatives and consequences to make informed decisions on current operational issues.  Ability to plan and implement the delivery and improvement of services, staffing and resources. Ability to provide oversight to work unit. |

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| **Human Resources Function** | Designs positions to achieve the work of the unit and selects employees who possess the skills for the work.  Monitors the work of employees to ensure that projects are completed in a timely manner.  Determines the work load, anticipates needs, and reassigns work to meet the needs.  Manages timelines, resources and personnel (internal staff and contractors), and directs implementation efforts to completion. | Ability to resolve minor problems, informal complaints and grievances on an informal basis. May recommend final disciplinary action.  Knowledge of **i**nterviewing techniques to be able to  assess applicants for jobs. Often done with the assistance of a higher-level manager or director. Ability to monitor work of subordinates and accepts or rejects work based on established work standards |
| **JOURNEY** | | |
| **Functional Competency** | **Examples of Work** | **Competencies** |
| **Technical Knowledge and**  **Leadership** | Manages technical projects of varying scale that require latitude in decision and actions.  Demonstrates initiative in solving unexpected problems associated with projects.  Keeps leadership apprised of the impact on programs. | Ability to analyze moderately complex situations and recommend solutions and options.  Ability to recommend response to a moderately complex situation based on interpretation of local, state, and federal regulations and standards.  Ability to recommend modifications to program policy and procedures to minimize risk. |
| **Planning and Organizing** | Coordinate large project installations or enhancements of advanced technologies.  As a unit supervisor in a large organization, oversees the technical unit and its projects.  Plans the daily or weekly workload to meet work group objectives. | Knowledge of state and agency budget procedures to evaluate budget needs and submit suggested priorities based on program objectives and costs; justifies needs to higher officials; approve or reject expenditures and may make routine fund transfers.  Ability of plan and implement the delivery and improvement of services, staffing and resources, some of which may include larger staff, multiple programs or moderately complex or significant medical matters. |
| **Strategic Development and**  **Program Management** | Reviews area accomplishments toward organizational objectives in order to maximize operational effectiveness. | Ability to plan and accomplish goals based on experience and judgment. |
| **Human Resource Function** | Designs positions to achieve the work of the unit and selects employees who possess the skills for the work.  Makes final decision on selected candidate determines appropriate salary and extends offer.  Ability to manage and develop employees’ skills to meet future objectives of organization.  Monitors the work of employees to ensure that projects are completed in a | Knowledge of formal and informal grievance procedure to resolves complaints. Issues initial written warnings and recommends more serious disciplinary actions to superiors.  Knowledge of **i**nterviewing techniques to be able to assess applicants for jobs.  Ability to technically review work of subordinates to |

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|  | timely manner.  Determines the work load, anticipates needs, and reassigns work to meet the needs.  Manages timelines, resources and personnel (internal staff and contractors), and directs implementation efforts to completion. | assure high quality, quantity and efficient operation, when projects or work tasks are completed. |
| ADVANCED | | |
| **Functional Competency** |  |  |
| **Technical Knowledge and**  **Leadership** | Manages complex work situations and anticipates potentially problematic situations.  Resolves unusual problems.  Implements a response to a situation based on interpretation of local, state, and federal regulations and standards. | Ability to direct research and develop new technologies. Knowledge of organizational effectiveness to evaluates feasibility for organizational needs.  Ability to translate organizational technical goals into operational plans.  Ability to ensure implementation of program policy and procedure changes. |
| **Planning and Organizing** | Coordinates long-term project planning for large research/development projects.  Directs high-level planning, organizing and staffing for the entire organization/system. May coordinate through lower-level Director positions. Participates in the strategic planning for the organization as a whole and facilitates strategic planning within the organization/system.  Recommends, with significant influence, priorities based on program mission, costs and projected revenues. | Knowledge of technical specialties to makes significant changes in the organizational structure, methods and procedures to respond to new goals and programs.  Ability to plan for utilization of staff, space, equipment and other resources.  Ability to develop or ensure the development of, and gives final approval to rules, standards, guidelines and policies governing quality and quantity of work.  Ability to determine applicability in controversial or precedent setting situations.  Knowledge of state and agency budget procedures to determine budget needs. |
| **Strategic Development and**  **Program Leadership** | Develops organizational goals and objectives based on the strategic planning of the enterprise.  Review objectives to maximize operational effectiveness. | Ability to weigh alternatives and consequences to make informed decisions on long-term operational issues. Ability to demonstrate vision.  Ability to proactively plan, implement, and forecast for organizational and/or enterprise success. |
| **Human Resources Function** | Conducts final review for most difficult, controversial or sensitive work.  Takes actions on disciplinary recommendations including suspension and recommends dismissals. | Knowledge of formal and informal grievance procedure to resolves complaints.  Ability to technically review accomplishments to assure that program missions and goals are being met. |
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**MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS**

• Bachelor's degree in Computer Science, Computer Information Systems, Computer Engineering, Math, Engineering or other related technical degree from an appropriately accredited institution and four years progressive experience in the field of information technology; or

• Bachelor's degree from an appropriately accredited institution and five years progressive experience in the field of information technology; or an equivalent combination of education and experience.

**SPECIAL NOTE**

This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions. Ability to create and maintain collegial working relationships with customers and co- workers, contribute to a positive and inclusive work environment, and serve as a productive team member is expected in all positions.