

Class Concept

This is administrative and managerial work in directing the full range of information management resources for a small state agency. This level is characterized by the relatively small capacity of the system and relatively small size of the staff that provides support for the agency's information needs, a small number of applications systems supported, and less complex technical and operational support areas.

Employees are responsible for planning, developing, and overseeing the information services provided to an agency as a whole. 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. Positions typically report to the secretary of a department. This classification also represents assistant director roles within the larger, more complex computer centers.

Employees represent the computer center with upper level management of the department to determine multi-year direction and goals for department-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.

Employees may function at the manager level for more generic IT management roles such as long term strategic planning. They 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. They are responsible for the management of 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.

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 department-wide information processing needs.
- Thorough knowledge of the management techniques involved in resource allocation and personnel management.
- Ability to plan for the data processing installation 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 from an appropriately accredited institution and five years of progressive data processing experience including at least one years of managerial experience in directing information resource management programs that include applications development and hardware and software operations; or an equivalent combination of education and experience.