

Information Technology Executive

Description of Work:

This is Senior level management at the Office of Information Technology Services (ITS) or the top one or two technology jobs in an agency with a large complex technology organization. Scope of the technology operation is statewide. May be responsible for several functional areas within Information Technology or a large, complex area with related sections. May serve as Chief Technology Officer or Deputy CIO in a large complex technology organization responsible for the day-to-day operations of all IT activities. Provides strategic vision to move the organization forward. Responsible for defining the structure of the business plan and ongoing management for Information Technology. Reports directly to the State CIO or Deputy State CIO at ITS. Reports directly to an Agency Head or Deputy Agency Head at an agency. Normally supervises Information Technology Director (s) or multiple IT Managers.

Core Competencies

Employee represents the organization to agency heads. **Customer service** is seen through proactive partnership building with these clients to help organization achieve goals. Promotes a work environment that encourages **teamwork** and models positive **teamwork**.

Effective Communication is seen in the ability to persuade other managers and senior level agency personnel. Person must be able to move organization forward by persuading other decision-makers. Audience is often formal committees, agency heads, news media and/or the General Assembly. The ability to establish a positive rapport with others is important.

Has an enterprise level understanding of **organization awareness**. Understands organizational dynamics and the dynamics of state politics. Knows what information and resources are available to understand customer needs and to manage the organization appropriately.

Functional Competencies

Employee is responsible for **talent development** for a large work group with a focus on predicting future labor needs and the outsourcing or staffing decision. Responsible for coaching and development of managers and directors supervised.

Responsible for **business management** of the work unit through structural set up of organization to ensure effective management of financial and human resources. Able to make sound business decisions in a complex environment. Focuses on future business opportunities and leverages organizational strengths. Able to locate the resources necessary for organization to carry out its objectives.

Strategic leadership is seen in the ability to combine technical trends with political realities in the state to meet the needs of North Carolina's citizens.

Focus is on strategic and long range planning for the unit. **Planning and organizing** is seen in the ability to articulate a vision for the organization and align the necessary resources to achieve the goals. Able to develop creative solutions to complex situations and able to drive projects to successful completion through the work of others.

Technical leadership is provided through a broad understanding of industry trends. The strength of this position is to understand the relevant technical issues in broad terms.

Minimum Training & Experience

Graduation from a four-year college or university with a degree in Information Technology, Engineering, Telecommunications, Computer Science, or a field closely related to the nature of the position and eight years of progressive experience in the field of Information Technology including three years of management or supervisory experience. Experience in the field of work related to the position's role may be substituted on a year-for-year basis. One year of additional experience is generally required to progress beyond the minimum level.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.