

INFORMATION TECHNOLOGY MANAGER – NETWORKING (12201) (30005020)

GENERAL DESCRIPTION OF WORK

Positions in this banded class lead paraprofessional and/or professional IT networking staff and also manage various monetary and technical resources assigned to the unit for the purpose of providing support to the unit’s customers. The Manager is responsible for the recruitment, mentoring, professional development and performance management of subordinates in the unit. The Manager may supervise staff directly and/or oversee staff through another manager or lead worker(s).

The manager plans and directs activities and assigns projects, making the most efficient use of available resources. The Manager is generally responsible for budget planning and oversight, providing input to senior leadership regarding enterprise strategic direction for networking issues, and developing and enforcing operational standards for the unit(s).

CONTRIBUTING

| Functional Competency | Examples of Work | Competencies |
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| Technical Knowledge & Leadership | Provides technical guidance to subordinate staff as needed. Recommends and/or defines and implements operating policies and procedures for the unit. | Extensive knowledge of the specialty area of oversight with the ability to direct staff. Ability to ensure that all data security requirements are met. |
| Planning & Organizing | Assigns and oversees the planning and completion of projects of limited complexity. Assigns personnel and technical resources as appropriate, often with guidance from senior management. | Ability to manage technical projects of a limited scale. Ability to coordinate project planning for simple or stable technologies. Ability to make minor adjustments in methods or procedures. Knowledge of state and agency budget procedures and general budget management principles. |
| Strategic Development & Program Management | Makes budget requests and manages fiscal resources for the unit. Contributes input to senior leadership for strategic planning of the unit and the overall networking needs of the IT organization. | Extensive knowledge of technical issues in the field of oversight to weigh alternative and consequences and make informed decisions on operational issues. Ability to plan and implement the delivery and improvement of services, staffing and resources. |
| Human Resource Function | Hires, trains, mentors and evaluates a staff of paraprofessional IT employees with a limited range of functions. | Ability to resolve minor problems, performance deficiencies and informal complaints. Ability to understand state disciplinary policies in recommending actions. Ability to interview and make hiring decisions or recommendations effectively. |

JOURNEY

| Functional Competency | Examples of Work | Competencies |
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| Technical Knowledge & Leadership | Provides high-level technical expertise and guidance in specialty area(s). | Ability to solve unexpected and non-routine problems at any point in a project life-cycle. Ability to ensure that all data security requirements are met. |
| Planning & Organizing | Assigns projects of moderate scope and complexity to subordinate staff and ensures | Ability to coordinate project planning for large project |

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| | <p>their completion. Generally supervises multiple projects at any given time. Assigns personnel and technical resources with some latitude on actions and decisions.</p> | <p>installations or enhancements of advanced technologies. Ability to manage technical projects of varying scale requiring latitude in actions and decisions. Knowledge of state and agency budget procedures with the ability to evaluate budget needs and recommend priorities.</p> |
| Strategic Development & Program Management | <p>Manages budgets and fiscal reporting for assigned projects and provide data and recommendations to determine financial resources required. Defines implements and enforces operational policies and procedures with significant impact. Consults with clients, analysts, peers and leadership on both short- and long-term needs for purposes of developing an enterprise networking strategy.</p> | <p>Ability to implement procedures which support operational goals. Ability to plan and accomplish goals using experience and judgment. Ability to review area accomplishments and deficiencies towards defining organizational objectives</p> |
| Human Resource Function | <p>Manages a staff of IT professionals and/or paraprofessionals with responsibility for a single complex function or a range of less complex functions.</p> | <p>Ability to manage and develop employees with a range of skills necessary to meet future objectives of the organization. Ability to determine and defend appropriate disciplinary action when required. Ability to make appropriate hiring decisions and salary recommendations. Ability to review and evaluate staff work products and results</p> |
| ADVANCED | | |
| Functional Competency | Examples of Work | Competencies |
| Technical Knowledge & Leadership | <p>May serve as a subject matter expert for senior subordinate staff on novel or complex technology.</p> | <p>Ability to research and develop new technologies which align with organizational goals. Comprehensive knowledge of organizational operations and goals and ability to evaluate feasibility for organizational needs. Ability to translate organizational technical goals into operational plans. Ability to ensure that all data security requirements are met.</p> |
| Planning & Organizing | <p>Assigns and oversees highly complex projects often involving new technology or critical enterprise infrastructure. Prioritizes projects and assigns significant resources with broad delegated authority.</p> | <p>Ability to determine applicability in controversial or precedent-setting situations. Ability to make budgetary decisions with high consequence or error using significant decision-making authority. Ability to develop or ensure development of guidelines and policies governing quality/quantity of work and work methods across a range of functions.</p> |
| Strategic Development & Program Management | <p>Makes significant budgetary decisions by assessing needs, risks, costs and projected revenue. Develops and/or approves operating standards and governing policies with the broadest impact.</p> | <p>Ability to weigh alternatives and consequences to make informed decisions on long-term operational issues. Ability to demonstrate vision and to proactively plan, implement and forecast for organizational and/or enterprise</p> |

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| | Serves as a member of the IT enterprise leadership team and provides extensive input into the development of long-term vision, strategy and continuous improvement for networking needs and overall IT operations. | success. |
| Human Resource Function | Leads a staff of IT professionals, often including other managers, in managing the networking needs of the broadest complexity and scope. Oversees groups which develops implements and supports a range of functions and technologies. | Ability to make final decisions regarding hiring, discipline, compensation and development needs for employees with a wide range of skillsets and responsibilities. |

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

- Bachelor's degree in Computer Science, Computer Information Systems, Computer Engineering, Engineering or related technical degree from an appropriately accredited institution and four years progressive experience in the field of information technology including at least two years of networking experience; or
- Bachelor's degree from an appropriately accredited institution and five years progressive experience in the field of information technology including at least two years of networking experience; or an equivalent combination of education and experience.
- Advance level requires an additional one year of education or 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.