

POSITION DESCRIPTION		AGENCY/DEPT ID DAS500000
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/Information Technology Services	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20005454 JOB CODE TITLE Information Technology Supervisor 1 JOB CODE 64117 Add 3-23-15 Uda	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/>	
	USUAL WORKING TITLE OF POSITION		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR SEE TABLE OF ORGANIZATION	
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input type="checkbox"/> Essential	Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt If FLSA Exempt, exemption type:	Bargaining Unit 22 PR 14 Page 1 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 a.m. TO: 5:00 p.m.			
	JOB DESCRIPTION AND WORKER CHARACTERISTICS			
%	Job Duties in Order of Importance	Knowledge, Skills & Abilities		
65	<p>On behalf of the Department of Administrative Services, (DAS) Office of Information Technology (OIT), Office of Information Technology Services (ITS), supervises a team of Information Technology staff and responsible for analyzing & providing systems hardware configurations, maintenance and management of Domains and Active Directory, and desktop computing support for DAS, Medicaid, multiple state Boards and Commissions and the Governor's Office; assigns & prioritize work assignments; interviews applicants & recommends hiring decisions; evaluation staff performance; assist staff in resolving difficult computer problems & answer technical questions; establishes & enforces unit policies and procedures; responsible for providing program direction for the IT Services staff; Manages the ITAM program (e.g., desktop software licensing; inventory/policy controls for IT end-user assets; budget); implementation of agency IT policy/procedures, purchasing and fiscal processes; administers agency-wide software licensing agreements; analyzes & evaluates changes/updates to federal IT standards in order to ensure compliance and to provide input to executive level management; compiles and provides technical and policy-related advice in order to aid executive-level IT management in decision-making; drafts and reviews proposals for other IT management staff; assist in the preparation of IT-related announcements and notices to agency-wide and enterprise customers as necessary; drafts IT technical and helpdesk-related policies, procedures and service bulletins.</p>	<p>Knowledge of (1) computer hardware, software & operating systems & procedures; (2) federal IT standards, policies and procedures*; (3) business administration, management or public administration; (4) supervision techniques (5) agency policies & procedures *(e.g. work rules, work deadlines); (6) public relations, customer service; (7) government structure & process; (8) project management & project lifecycle; (9) methods and procedures for software installation and monitoring of Information Technology staff.</p> <p>Skill in (10) operation of personal computer & associated hardware/software (e.g. Word, Excel, Power Point); (11) use of web development software (e.g. content management software).</p> <p>Ability to (12) define problems, collect data, establish facts & draw valid conclusions; (13) gather, collate & classify information about data, people or things; (14) handle complex & sensitive telephone, written & face-to-face contacts with employees, general public, private & government officials; (15) develop & write policies and procedures; (16) write accurate & concise reports; (17) conduct necessary research/retrieval of data & provide appropriate response verbally and/or in writing to customers; (18) prioritize & efficiently & effectively handle multiple tasks.</p> <p>*developed after employment</p>		
List Position Numbers & Job Titles of Positions Directly Supervised: See Table of Organization		SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 5/23/15 3415	

