POSITION DESCRIPTION

		AGENCY/DEPT ID DAS500000
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/End Point Solutions	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20005454

☒ Reclassification ☐ New Position ☐ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR SEE TABLE OF ORGANIZATION

☒ Permanent ☐ Temporary ☐ Intermittent	☒ Classified ☐ Unclassified ☐ Essential	Overtime: ☐ Eligible ☒ Exempt If FLSA Exempt, exemption type: ADMIN	Bargaining Unit 22 PR 15 Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 a.m. TO: 5:00 p.m.

JOB CODE TITLE: Information Technology Supervisor 2

JOB CODE 64117

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
65	On behalf of the Department of Administrative Services (DAS), Office of Information Technology (OIT), Office of Information Technology Services (ITS), responsible for supervising a team of information technology employees who are responsible for writing, analyzing & providing systems hardware troubleshooting, reconfiguration and updates for personal computers; 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 staff related to the IT Asset Management (ITAM) program (e.g., desktop software licensing; inventory/policy controls for IT end-user assets); implementation of agency and/or statewide IT policy/procedures, purchasing and fiscal processes; administers agency-wide software licensing agreements, coordinates DAS biennial IT planning, coordinates review(s) of divisional impact assessments for electronic systems and makes recommendations to application/system owners; analyzes & evaluates changes/updates to statewide and 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 IT Administrator and executive-level IT management in decision-making; drafts and reviews proposals for/of IT Administrator and other IT management staff; prepares and releases IT-related announcements and notices to agency-wide and enterprise customers as necessary; drafts IT technical and helpdesk-related policies and procedures.	**Knowledge of** (1) computer hardware, software & operating systems & procedures; (2) statewide and 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 Technologists. **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). **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.

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
SEE TABLE OF ORGANIZATION		7/29/15

POSITION DESCRIPTION

		AGENCY/DEPT ID Department of Administrative Services DAS500000
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/End Point Solutions	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20005454

☒ Reclassification ☐ New Position ☐ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
SEE TABLE OF ORGANIZATION

☒ Permanent ☐ Temporary ☐ Intermittent

☒ Classified ☐ Unclassified ☐ Essential

Overtime: ☐ Eligible ☒ Exempt

If FLSA Exempt, exemption type: ADMIN

Bargaining Unit 22
PR 15
Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 a.m. TO: 5:00 p.m.

JOB CODE TITLE Information Technology Supervisor 2

JOB CODE 64117 APD 8-18-15

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
20	Assists ITS Administrator in overall management of IT Services; plans, directs and appraises work of IT Services staff and manages office auxiliary functions (i.e. assists customers with concerns, acts as liaison to business office for fiscal/budgeting purposes, assists with on-boarding processes for new employees).	**Knowledge of** 1, 2*, 3, 5*, 6, 7, 8 **Skill in** 9 **Ability to** 11, 12, 13, 14, 15, 16, 17, 18
10	Prepares and directs correspondence with customers; provides reports and summaries pertaining to software licensing, inventory controls around IT end user assets, billing and other technical, fiscal and programmatic assignments as necessary; assists with, and independently manages IT projects as assigned. Acts as the office contact for Gartner, Microsoft and other IT research, software and consulting businesses; provides summaries and researches best practices in IT to support cost-savings and efficiency standards for IT services provided to DAS customers; assists with agency-wide IT audits, management responses and associated remediation plans.	**Knowledge of** 3, 5*, 7, **Skill in** 9 **Ability to** 11, 12, 15, 17, 18
5	Coordinates & monitors personnel & fiscal services for IT Services; oversees and assists with budget preparation, administration and rate-setting	**Knowledge of** 3, 4, 5*, 7 **Skill in** 9, 10 **Ability to** 11, 12, 13, 17, 18
		*Developed after employment.

List Position Numbers & Job Titles of Positions Directly Supervised:

SEE TABLE OF ORGANIZATION

SIGNATURE OF AGENCY REPRESENTATIVE

DATE 7/29/15