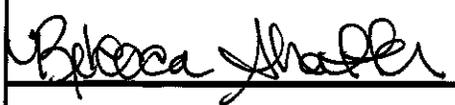
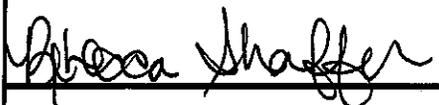


POSITION DESCRIPTION		AGENCY/DEPT ID Department of Administrative Services DAS515120
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE Office of Information Technology	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20005454	<input checked="" type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree	
	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 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	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 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.		
JOB CODE TITLE Information Technology Supervisor 1 JOB CODE 64117	List Position Numbers & Job Titles of Positions Directly Supervised: 20005483 Information Technologist 1 20005478 Information Technologist 1 2000546 College Intern		SIGNATURE OF AGENCY REPRESENTATIVE 	
		DATE 1-17-12		

POSITION DESCRIPTION		AGENCY/DEPT ID Department of Administrative Services DAS515120
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE Office of Information Technology	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20005454 JOB CODE TITLE Information Technology Supervisor 1 JOB CODE 64117 APP 2-3-12 v2	<input checked="" type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree	
	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 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		
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: 20005483 Information Technologist 1 20005478 Information Technologist 1 2000546 College Intern		SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 1-18-12	