

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS500000

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD/Endpoint

COUNTY OF EMPLOYMENT
Franklin

POSITION NUMBER
20005482

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 Classified Overtime: Eligible Exempt Bargaining Unit 22
 Temporary Unclassified PY 16
 Intermittent Essential If FLSA Exempt, exemption type: Page 1 of 3

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
50	Manages the Office of Information Technology (OIT), Infrastructure Services Division (ISD), Endpoint group: develops policies & standards, analysis & design of system integration across multiple hardware and system platforms (e.g. Windows OS, VMWare, Mobile devices, Application Packaging & Delivery) and performance monitoring & automation management; supervises & ensures security & software configuration support; implementation & adherence, installation of performance monitoring software; Manages units providing administration & management of multiple systems & services to agency customers; Promotes concept of enterprise solutions & management; Reviews & interprets system documentation & test results to determine appropriate course of action; Provides technical assistance to staff in resolving complex issues associated with multiple system platforms & services & performance monitoring & automation management; Establishes & ensures compliance with previously established, policies, procedures & standards including NIST 800-53 security framework & agreed upon IT Service Management best practices (ITIL); Implements IT help desk & systems programming policies & standards; Develops & reports on performance indicators reflecting service offerings; Develops, maintains & tests processes to ensure adequate backup & recovery procedures for services; Reviews proposed systems designs & determine efficiency of hardware & software in supporting such systems; provides analysis & supervises designs of large & complex computer systems; develops, documents & establishes service level agreements for services provided with associated service level objectives & agency business level objectives; Develops technical specifications for inclusion in Service Level Agreements between the unit & customers; attends customer agency meetings; responds to critical outages 24 x 7.	Knowledge of (1) project management methodologies; (2) employee training & development; (3) supervisory techniques; (4) agency/division policies & procedures*; (5) interviewing; (6) electronic data processing (e.g., mainframe, client server & web enterprise-wide applications); (7) computer science; (8) systems analysis & design; (9) fiscal operations/budgeting; (10) customer relations management; (11) meeting management techniques. Skill in (12) use of use of personal computer & associated hardware/software Ability to (13) deal with many variables & determine specific action; (14) read & interpret extensive variety of technical information systems material; (15) communicate effectively with agency representatives, large & small audiences on technical & non-technical issues; (16) interpret complex technical documents & position papers; (17) write status reports & policy documents; (18) effectively resolve service level issues with other agencies.

JOB CODE TITLE
Information Technology Manager 1

JOB CODE
64132

List Position Numbers & Job Titles of Positions Directly Supervised:

SEE TABLE OF ORGANIZATION

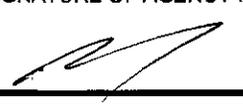
SIGNATURE OF AGENCY REPRESENTATIVE

DATE 4/29/15



4/29/15

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

POSITION NUMBER 20005482 JOB CODE TITLE Information Technology Manager 1 JOB CODE 64132	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" 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 type="checkbox"/> Classified <input checked="" type="checkbox"/> Unclassified <input type="checkbox"/> Essential	Overtime: <input type="checkbox"/> Eligible <input checked="" type="checkbox"/> Exempt If FLSA Exempt, exemption type:	Bargaining Unit 22 PR 16 Page 3 of 3
	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		
5	Engages & participates in service strategy, service design, service transition & continuous operation for new & existing systems & services; maintains awareness of industry trends, vendor & service provider offerings & emerging technologies; Identifies, evaluates & recommends software, hardware, services & technologies necessary to maintain a robust portfolio of services; proposes long range plans for enhancements to multiple hardware & system platforms (e.g. Windows OS, VMWare, Mobile devices, Application Packaging & Delivery) & performance monitoring & automation management; evaluates customer agency strategic IT plans & determines support requirements; participates with areas within the Office of Information Technology (OIT) & other agencies in evaluating systems & proposing solutions to technical problems; ensures security, disaster recovery & business continuity solutions are considered & components of pro-posed solutions; works with vendors in acquiring product information & services to support new & existing computer systems; researches options & participates in recommendations for software & hardware for acquisition.	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8, 8, 10, 11 Skill in 12 Ability to 13, 14, 15, 16, 17, 18		
This position must submit to & pass a personal background check.				
List Position Numbers & Job Titles of Positions Directly Supervised: SEE TABLE OF ORGANIZATION		SIGNATURE OF AGENCY REPRESENTATIVE 	DATE ^{5/29/15} 4/29/15 78-0	