

# POSITION DESCRIPTION

AGENCY/DEPT ID  
Department of Administrative Services  
DAS1012320

DIVISION OR INSTITUTION  
Office of Information Technology

UNIT OR OFFICE  
IT Services

COUNTY OF EMPLOYMENT  
Franklin

POSITION NUMBER  
20005482

Reclassification     New Position     Update    Position Hyperlinked to  Agency Organizational Tree

USUAL WORKING TITLE OF POSITION  
ITS Infrastructure Manager

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 17  
Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):  
FROM: 7:30 a.m. TO: 4:30 p.m.

## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
85	<p>Manages the Department of Administrative Services (DAS), Information Technology Services (ITS) Infrastructure units that includes the Local Area Network (LAN) and Desktop Services (DTS): assigns, plans &amp; directs &amp; monitors projects/activities for LAN and Desktop Services units; provides project management expertise/functions; evaluates software for acquisition; meets with staff to review progress &amp; resolve technical problems; assists with prioritization of work; evaluates staff performance; assists staff in resolving complex technical issues; enforces unit policies &amp; procedures; responsible for the oversight and controls related to desktop software (i.e., operating system and Microsoft Office products); supervises subordinate supervisory personnel &amp; lower-level IT staff (e.g., provides work direction, approves/disapproves leave, evaluates performance, administers discipline).</p>	<p>Knowledge of (1) computer science &amp;/or electronic data processing systems (e.g., PC &amp; Server platforms); (2) desktop resident software (e.g., Word, Excel, Adobe Acrobat Pro); (3) data interfaces; (4) email concepts (e.g., Outlook Exchange); (5) web browser (e.g., Internet Explorer, Firefox); (6) management/supervisory principles &amp; techniques; (7) agency policy/procedures*. Skill in (8) operation of a personal computer &amp; related software (e.g., Adobe Photoshop, Adobe Acrobat Professional); (9) office automation tools (e.g., Word, Excel); (10) graphics packages (e.g., Visio, Adobe Photoshop, Adobe Acrobat, PowerPoint); (11) desktop hardware (e.g. personal computer, monitor, keyboard, CD-ROM, diskette reader). Ability to (12) define problems, collect data, establish facts &amp; draw valid conclusions; (13) convert abstract concepts &amp; requirements into automated technology; (14) recognize errors &amp; make corrections to print &amp; electronic material; (15) handle sensitive inquiries from contacts, officials &amp; general public; (16) gather, collate &amp; classify information about data, people or things; (17) communicate effectively in speech and writing; (18) conduct interviews for job selection process. *Developed after employment.</p>

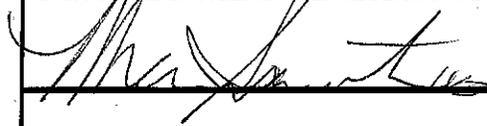
JOB CODE TITLE  
Information Technology Manager 2

APD 9-15-11 URS

JOB CODE  
64134

List Position Numbers & Job Titles of Positions Directly Supervised:  
Infrastructure Specialist 4: 20005479  
Infrastructure Specialist 2: 2005481; 20005480; 29995484  
Infrastructure Specialist 1: 20005461; 20005458  
Information Technologist 3: 20005489; 20005485  
Information Technologist 2: 20005488; 20075736; 20005486;  
20005490; 20005487  
College Intern: 20005494; 20005493; 20005492

SIGNATURE OF AGENCY REPRESENTATIVE



DATE

8-8-11

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15	Analyzes & maintains complex computer systems (e.g., analyzes user needs; reviews existing functions; develops appropriate solutions to production errors & changing user needs; reviews test results; consults with users on system accuracy; implements changes; produces system documentation as necessary); attends meetings on behalf of the ITS Administrator; communicates in oral & written form with people at all organizational levels within state government; establishes & maintains user contacts; resolves technical problems, provides expert advice to upper-level management & coordinates operations; attends training seminars & classes; performs other related duties as assigned.	Knowledge of 1, 2, 3, 4, 5, 6, 7. Skill in 8, 9, 10, 11. Ability to 12, 13, 14, 15, 16, 17, 18.

POSITION NUMBER 20005482  
  
 JOB CODE TITLE Information Technology Manager 2  
  
 JOB CODE APPD 9-15-11 WCD  
 64134

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