

<b>POSITION DESCRIPTION</b>		AGENCY/DEPT ID DAS50505430
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/Enterprise Shared Services	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006333  JOB CODE TITLE Information Technology Manager 2	<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 ESS Operations Manager	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006346 Information Technology Consultant 3
	<input checked="" type="checkbox"/> Permanent <input checked="" type="checkbox"/> Classified            Overtime: <input type="checkbox"/> Eligible <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Temporary <input type="checkbox"/> Unclassified <input type="checkbox"/> Intermittent <input type="checkbox"/> Essential	Bargaining Unit 22  Page 1 of 2  If FLSA Exempt, exemption type:
NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 am                      TO: 5:00 pm		

**JOB DESCRIPTION AND WORKER CHARACTERISTICS**

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
60	Utilizes high-level & complex computer programming, analysis & design techniques to perform project management functions on behalf of the Enterprise Shared Services (ESS) Manager to manage multiple &/or sensitive projects: supervises Operations Team systems analysts involved in analyzing business needs of customers to support the Ohio Business Gateway (OBG)(e.g., web hosting services, web based architecture, e-government, e-commerce, government to government, government to business & government to citizen activities) and EDI/DX team; provides direct management of operations (e.g., assigns & prioritizes work, reviews system documentation & test results, monitors work progress, orients & trains new staff, assists staff in resolving difficult system problems, answers technical questions, interviews applicants, recommends hiring new employees, evaluates staff performance)for enterprise systems & services; directs staff in resolving difficult problems by providing technical assistance (e.g., receives user requests & assigns &/or reviews work, oversees preparation of system & user documentation, enforces compliance with system design standards & recommends change in unit/section procedures &/or standards); instructs & trains users in operation & procedures for new electronic commerce systems; develops, implements & enforces unit policies, procedures & standards; assists with management of contractors selected to work on ESS projects; establishes program goals & objectives & establishes performance measures to ensure compliance; provides individual & team project management of systems design &/or development for complex &/or specialized web applications or programs that are server based.	Knowledge of (1) project management; (2) employee training & development; (3) supervisory techniques; (4) public relations; (5) agency/division policies & procedures*; (6) interviewing; (7) electronic data processing (e.g., mainframe, client server & web enterprise-wide applications); (8) computer science; (9) systems analysis & design; (10) fiscal operations/budgeting; (11) customer relations management; (12) meeting management techniques. Skill in (13) use of complex languages, databases & technologies (e.g., Internet Information Systems, Windows, HTML, VBScript, JavaScript, XML, SQL, ODBC, Oracle, ADO, .Net, Dot-Net Nuke, VisualStudio); (14) use of personal computer & associated hardware/software; Ability to (15) deal with many variables & determine specific action; (16) read & interpret extensive variety of technical information systems material; (17) communicate effectively with agency representatives, large & small audiences on technical & non-technical issues; (18) interpret complex technical documents & position papers; (19) write status reports & policy documents; (20) effectively resolve service level issues with other agencies.  *developed after employment

JOB CODE 64133  
 App 1/3/11 P&M

List Position Numbers & Job Titles of Positions Directly Supervised: 20006349 Infrastructure Specialist 3 20006350 Infrastructure Specialist 3 20006351 Infrastructure Specialist 3 20006352 Infrastructure Specialist 3 20006337 Infrastructure Specialist 4	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 1/7/11
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	USUAL WORKING TITLE OF POSITION ESS Operations Manager		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006346 Information Technology Consultant 3	
	<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 checked="" type="checkbox"/> Exempt  If FLSA Exempt, exemption type:	Bargaining Unit 22  Page 2 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 am                      TO: 5:00 pm			
	<b>JOB DESCRIPTION AND WORKER CHARACTERISTICS</b>			
%	Job Duties in Order of Importance	Knowledge, Skills & Abilities		
30	Serves as a project manager for complex &/or specialized application projects for the ESS section: works with outside vendors for design & development; consults with customers during system design to ensure accurate & stable functional & technical requirements & during implementation to ensure that completed systems address customer needs; works closely with others to ensure complete testing of all applications to minimize system downtime & performance issues; reviews project plans & progress; monitors application development; provides strategic recommendations that offer electronic solutions for ESS customer agencies; tests & evaluates new products & makes recommendations on their use; prepares & presents information on strategic & tactical products; analyzes & designs large, complex electronic business computer systems (e.g., n-tier, customer facing web-based applications in a 24X7 production environment) for State of Ohio web portal; uses complex software & technologies (e.g., Internet Information Systems, Windows, HTML, VBScript, JavaScript, XML, SQL, ODBC, Oracle, ADO, .Net, DotNet Nuke, VBStudio); analyzes system monitoring operation reports including web usage, webtrends, event logs, IIS logs, & Net IQ reports.	Knowledge of 1, 3, 4, 5*, 7, 8, 9, 10, Skill in 13, 14 Ability to 15, 16, 17, 18, 19, 20		
10	Performs other related duties as assigned: monitors financial performance & identifies & implements strategies to reduce costs & improve quality of services; develops, manages, measures & reports on key service-level metrics; performs end-user satisfaction surveys (e.g., transactional, periodic) & develops action plans to address areas needing improvement; represents ESS at conferences, on technical committees & at meetings with other government or agency officials.	Knowledge of 1, 4, 5*, 10, 12 Skill in 13, 14 Ability to 15, 16, 17, 18, 19, 20		
This position is overtime exempt and works as an essential employee.		*developed after employment		
List Position Numbers & Job Titles of Positions Directly Supervised: 20006349 Infrastructure Specialist 3 20006350 Infrastructure Specialist 3 20006351 Infrastructure Specialist 3 20006352 Infrastructure Specialist 3 20006337 Infrastructure Specialist 4		SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 1/7/11	