

POSITION DESCRIPTION		AGENCY/DEPT ID DAS505130
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/Customer Service Center	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006335 JOB CODE TITLE Information Technology Manager 2 JOB CODE 64134	<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 20006009 Deputy Director 6
	<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
Bargaining Unit		Page 1 of 2
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
50	Utilizes high-level & complex computer programming, analysis & design techniques to perform project management functions on behalf of the Office of Information Technology (OIT), Infrastructure Services Division (ISD), Customer Service Center (CSC) to manage multiple projects: provides organizational leadership & guidelines to promote the development & exploitation of the CSC; directs development & manages documentation projects for process improvement; works with Information Technology Infrastructure Library (ITIL) manager to identify, propose, initiate & implement ITIL improvement programs; sets direction & leads in the use of techniques, methodologies & tools to match overall business requirements; conduct research & create proposals for the investment of funds in the tools utilized by the CSC; works closely with ISD program areas (i.e. Windows Systems Services, Enterprise Computing, Enterprise Shared Services & Network services) technical staff & client resources to achieve project deliverables, works with CSC Administrator & stakeholders in long range planning, budget preparation, planning & implementing business processes to the CSC.	Knowledge of (1) project management; (2) employee training & development; (3) computer science (4) public relations; (5) Information Technology Infrastructure Library (ITIL) practices & methodologies*; (6) systems analysis & design; (7) customer service center methodologies (8) fiscal operations/budgeting; (9) customer relations management; (10) meeting management techniques. Skill in: (11) use of personal computer. Ability to: (12) deal with many variables & determine specific action; (13) read & interpret extensive variety of technical information systems material; (14) communicate effectively with agency representatives, large & small audiences on technical & non-technical issues; (15) interpret complex technical documents & position papers; (16) write status reports & policy documents; (17) effectively resolve service level issues.
25	Directs activities for the CSC & systems analysis across ISD: uses project methodologies/tools programs in development of technical training programs & identifies delivery mechanisms to train, coach, support & grow CSC staff skills in line with business needs & future strategy; develops & implements policies & establishes systems methodology & productivity tool standards; leads system integration projects relating to the CSC.	Knowledge of 1-10 Skill in 11 Ability to 12 -17 *developed after employment

List Position Numbers & Job Titles of Positions Directly Supervised: 20006357 ITC 3	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 4-14-11
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