100-400U

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS505130

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Office of Information Technology	ISD/Customer Service Center	Franklin

POSITION NUMBER 20006335

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006011 Deputy Director 3

☒ Permanent ☐ Temporary ☐ Intermittent

☒ Classified ☐ Unclassified ☐ Essential

Overtime: ☐ Eligible ☒ Exempt

If FLSA Exempt, exemption type:

Bargaining Unit

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 am TO: 5:00 pm

JOB CODE TITLE Information Technology Manager 2

JOB CODE 64134

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) & Deputy Director to manage multiple Customer Service Center (CSC) 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 1,2,3,4,5*,6,7,8,9,10 Skill in 11 Ability to 12 -17

Appd 7/9/10

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE 7/9/10

100-400U

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DAS505130

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Page 2 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
25	Provides production support for applications & other tools; evaluate & recommend new software, review software updates & identify best practices & standards for CSC users & customers; direct & implement patches, upgrades, installations & testing of new software versions; provide expert technical advice & support to CSC support staff.	Knowledge of 1,2,3,4,5*,6,7,8,9,10 Skill in 11 Ability to 12 -17

JOB CODE TITLE Information Technology Manager 2

appd 7/9/10

JOB CODE 64134

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE 7/9/10