

<b>POSITION DESCRIPTION</b>		AGENCY/DEPT ID DAS505430
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/ESS	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006339	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input 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 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 liaison to state, county &/or federal representatives, vendors and/or contractors: establishes & maintains customer contacts; instructs & trains users in operation & procedures for new EDI/DX systems; attends seminars &/or classes; represents the EDI/DX Group at state &/or national meetings as required; coordinates & conducts EDI/DX meetings with agency data processing administrators, business managers, division management & legal counsel; develops long-range EDI/DX systems plans, strategies & policies based on findings; develops EDI/DX budgets; presents EDI/DX strategies/plans to agency representatives, consultants & EDI/DX user groups; prepares bid specifications as needed; prepares responses to agency inquiries for quotations & bids; meets with ESS staff to discuss projects & resolves technical issues; develops & implements action plans to improve staff development; ensures staff provides high quality, accessible, cost effective customer-focused services; builds relationships with all IT units to ensure that IT-delivered services & end-user productivity goals are understood & exceeded; develops, implements & monitors departmental policies & procedures which support the organization's goals & business objectives & ensures they are met; leverages IT service delivery best practices & process frameworks, such as the Information Technology Infrastructure Library (ITIL) to drive continual process improvement.	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8, 10, 11, 12 Skills in 13, 14 Ability to 15, 16, 17, 18, 19, 20, 21	
	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, 2, 4, 5, 6, 7, 8, 10, 11, 12 Skills in 13, 14 Ability to 15, 16, 17, 18, 19, 20, 21	
	List Position Numbers & Job Titles of Positions Directly Supervised  See Table of Organization		SIGNATURE OF AGENCY REPRESENTATIVE  	
			DATE  (08/08/13)	
JOB CODE TITLE Information Technology Manager 2  Job Code: 64133 apd 10/22/13				

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<b>JOB DESCRIPTION AND WORKER CHARACTERISTICS</b>				
%	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) Data Systems Administrator & management to manage multiple &/or sensitive projects: supervises a team of EDI/DX systems analysts in analyzing & designing large and/or complex EDI/DX systems (e.g., analyzes user needs & existing functions to determine feasibility & requirements for EDI/DX hardware configurations, peripheral equipment, maintenance support, mainframe interface, & memory storage devices; prepares estimates of time, cost, supplies &/or personnel; analyzes charts); assists staff in resolving difficult problems by providing technical assistance; receives user requests & assigns &/or reviews work; oversees preparation of system & user documentation; enforces compliance with system design standards & recommends changes in unit/section procedures &/or standards; investigates & researches EDI/DX technology trends for possible applications in state government; consults with agency representatives to ensure effective use of EDI/DX resources.	Knowledge of (1) project management; (2) employee training & development; (3) supervisory techniques; (4) public relations; (5) agency/division policies & procedures*; (6) interviewing; (7) electronic commerce activities as they relate to other electronic data processing activities; (8) fiscal operations/budgeting; (9) EDI/DX systems; (10) HIPPA laws, rules, & regulations; (11) customer relations management; (12) meeting management techniques; Skill in (13) operation of personal computer & associated hardware & software; (14) use of ANSI X12 & EDI-SIM; 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; (21) originate position papers concerning the application of EDI/DX technology.		
JOB CODE 64133	List Position Numbers & Job Titles of Positions Directly Supervised:  See Table of Organization		SIGNATURE OF AGENCY REPRESENTATIVE  	
		DATE  6/27/0		

JOB CODE TITLE  
 Information Technology Manager 2

apd 10/22/13 (P872)