

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS505430

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD/Enterprise Shared Services

COUNTY OF EMPLOYMENT
Franklin

POSITION NUMBER
20006339

Reclassification New Position Update

Position Hyperlinked to
Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006346 Information Technology Consultant 3

Permanent
 Temporary
 Intermittent

Classified
 Unclassified
 Essential

Overtime: Eligible Exempt

Bargaining Unit 22

If FLSA Exempt, exemption type:

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
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 TITLE
Information Technology Manager 2

JOB CODE
64133

List Position Numbers & Job Titles of Positions Directly Supervised:
20006388 Infrastructure Specialist 4 20006344 Infrastructure Specialist 2
20006348 Infrastructure Specialist 4 20006345 Infrastructure Specialist 2
20006341 Infrastructure Specialist 4
20006342 Infrastructure Specialist 4

SIGNATURE OF AGENCY REPRESENTATIVE

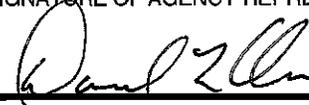
DATE

6-14-11

POSITION DESCRIPTION		AGENCY/DEPT ID DAS505430
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/Enterprise Shared Services	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006339	<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 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 checked="" 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			

JOB DESCRIPTION AND WORKER CHARACTERISTICS		
%	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. This position is overtime exempt and must submit to and pass a personal background check.	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

JOB CODE 64133	List Position Numbers & Job Titles of Positions Directly Supervised 20006388 Infrastructure Specialist 4 20006344 Infrastructure Specialist 2 20006348 Infrastructure Specialist 4 20006345 Infrastructure Specialist 2 20006341 Infrastructure Specialist 4 + 20006342 Infrastructure Specialist 4	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 6-14-11
	Information Technology Manager 2 opd blh/lr/pzm		