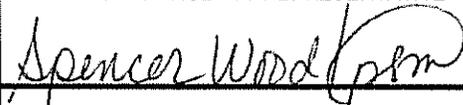


POSITION DESCRIPTION		AGENCY/DEPT ID DAS500000
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/Server	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006415	<input checked="" 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 1 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 7:30 a.m. TO: 4:30 p.m.			
JOB DESCRIPTION AND WORKER CHARACTERISTICS				
	%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	
	60	Manages the Service Delivery section of the Server team composed of information technology staff whose primary duties involve developing & evaluating statewide strategic information technology plans (i.e., IT optimization) & preparing statewide information technology reports &/or involved in developing statewide information technology policies related to procurement & use of information technology in state government (i.e., researches subject matter, analyzes findings, & formulates & distributes policy statements) & in responding to statewide queries & surveys.	Knowledge of (1) computer science; (2) employee training & development; (3) supervisory techniques; (4) service delivery frameworks and concepts (e.g., ITIL, Incident Management, Problem Management, Change Management); (5) project and workload management frameworks and concepts (Scrum, Agile Modeling, Agile Unified Process, Disciplined Agile Delivery, Lean); (6) interviewing; (7) systems analysis & design; (8) customer relations management; (9) meeting management techniques Skill in (10) use of use of personal computer & associated hardware & software Ability to (11) deal with many variables & determine specific action; (12) read & interpret extensive variety of technical information systems material; (13) communicate effectively with agency representatives, large & small audiences on technical & non-technical issues; (14) interpret complex technical documents & position papers; (15) write status reports & policy documents; (16) effectively resolve service level issues with other agencies.	
JOB CODE 64132	List Position Numbers & Job Titles of Positions Directly Supervised: See Table of Organization		SIGNATURE OF AGENCY REPRESENTATIVE 	
			DATE 11/19/14	

