100-400U

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD/Windows Systems

POSITION NUMBER
20006460 (41840.0)

JOB CODE TITLE
Information Technology Manager 2

JOB CODE
64133

Qpd 4-8-08 CB

☒ State Agency ☐ County Agency ☐ New Position ☒ Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
IT Manager 2

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006009 (41000.0) Deputy Director 6

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:00 a.m. - 5:00 p.m.

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
65	Under administrative direction of Infrastructure Services Division (ISD) Deputy Director, manages multiple sections engaged in performing systems analysis & design of system integration across multiple platforms, Windows/NT, VMS system administration & analysis, Direct Access Storage Device (DASD) & tape storage administration, enterprise e-mail services, enterprise directory services, performance monitoring & automation management: supervises analysts responsible for system backup & disaster recovery; provides operating system support in the Windows/NT & VMS environments, security & hardware configuration support; supervises installation of performance monitoring & automation management software; manages customer service help desk responsible for providing level-two support to customers using multiple systems (e.g., OpenVMS, Windows, Microsoft Exchange, Lotus Notes & Kronos); supervises tasks relating to DASD & tape storage management; manages units providing Windows/NT & VMS facilities management services to customers; responsible for large, multi-customer employee timekeeping system; promotes concept of enterprise solutions & management; reviews & interprets system documentation & test results to determine appropriate course of action; assists in establishing program area goals & objectives & associated performance measures by which to measure compliance; determines staffing requirements for section; provides effective leadership, promoting team atmosphere with subordinates, peers, management & customers; assign work & prioritize assignments related to projects undertaken by section; establishes specific goals for each subordinate, evaluates employee performance & establishes measures by which performance can be measured; provides training for staff concerning both technical & personnel issues; develops training curriculum for individual employees facilitating staff development & education in developing technologies; provides technical assistance to staff in resolving complex issues (e.g., Windows/NT & VMS based systems, DASD & tape storage administration, enterprise e-mail services, enterprise directory services, performance monitoring, & automation management); establishes & ensures compliance with previously established, policies, procedures & standards; implements MIS help desk & systems programming policies &	Knowledge of (1) management; (2) workforce planning; (3) employee training & development; (4) supervision; (5) human relations; (6) computer science or related field; (7) Windows/NT & VMS &/or AS400 operating systems & TCP/IP; (8) computer &/or network hardware; (9) software, operating systems & procedures; (10) computer systems analysis & design; (11) project management for multi-million dollar projects; (12) computer programming standards & methods; (13) managing customer service help desk responsible for providing level-2 support to customers using multiple systems (e.g., OpenVMS, Windows, Microsoft Exchange, Lotus Notes, Kronos); Skill in (14) operation of microcomputers and peripheral equipment; Ability to (15) define problems, collect data, establish facts & draw valid conclusions; (16) interpret a variety of instructions in written, oral, picture, or schedule form; (17) interpret extensive variety of technical material in books, journals, manuals & audiovisual form; (18) deal with non-verbal symbols in formulas, equations or graphs; (19) deal with many variable & determine specific action; (20) originate instructions & specifications concerning proper use of computer hardware & software; (21) prepare meaningful, concise & accurate reports; (22) cooperate with co-workers & others on group projects; (23) communicate verbally on

List Position Numbers and Class Titles of Positions Directly Supervised:

20006461 (41841.0) NA Mgr.
20006466 (41846.0) SA 1
20006467 (41847.0) SP2
20006468 (41848.0) SP 2
20006469 (41850.0) NA Mgr.

SIGNATURE OF AGENCY REPRESENTATIVE

DATE
3-28-08

100-400U

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Department of Administrative Services

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	standards; develops & reports on performance indicators reflecting service offerings; develops, maintains & tests processes to ensure adequate backup & recovery procedures for platform; evaluates industry trends & new technologies & proposes long range plans for enhancements to Windows/NT & VMS platforms, DASD & tape storage solutions, enterprise e-mail services, enterprise directory services, performance monitoring & automation management; evaluates customer agency strategic IT plans & determines support requirements; participates with areas within the Office of Information Technology (OIT) & other agencies in evaluating systems & proposing solutions to technical problems; reviews proposed systems designs & determine efficiency of hardware & software in supporting such systems; provides analysis & supervises designs of large & complex computer systems; supports existing customers utilizing the Windows/NT & VMS platforms.	technical & non technical matters; (24) establish friendly atmosphere as supervisor of unit.
20	Establishes & manages multi-million dollar budgets & projects: researches cost & considers available funding in determining successful systems designs; recommends software & hardware for acquisition; participates in preparation of unit budget & rate setting; prepares Service Business Plans for new or modified services; prepares Service Rate Models including the development of individual service rates; monitors unit expenditures & revenues monthly; ensures effective fiscal controls & manages projects for section; prepares budget for implementation of systems.	Knowledge of 1, 5, 6, 7, 8, 9, 10, 11, 12, (25) establishing & managing multi-million dollar budgets & projects; Skill in 14 Ability to 16, 17, 18, 19, 21, 22, 23.
15	Participates in negotiation of contracts & purchases related to unit: establishes & maintains contact with areas within agency & with other state agencies in determining customer requirements for additional services & in providing enhancements & support for existing systems; promotes a customer centric service delivery; works with vendors in acquiring product information & services to support new & existing computer systems; provides training to users regarding new systems & advances in technology; develops technical specifications for inclusion in Service Level Agreements between the unit & customers; attends seminars &/or classes to stay current with new technologies; prepares & delivers presentations.	Knowledge of 1, 5, 6, 7, 8, 9, 10, 11, 12, 25 Skill in 14 Ability to 16, 17, 18, 19, 21, 22, 23.

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		Position Specific Minimum Qualifications 36 mos. exp. in server administration, operations management & security on Windows, OpenVMS &/or AS/400 in 24X7 environment; 12 mos. exp. establishing &/or managing multi-million dollar budgets & projects; 36 mos. exp. managing customer service help desk responsible for providing level-2 support to customers using multiple systems (e.g., OpenVMS, Windows, Microsoft Exchange, Lotus Notes, Kronos).
	Must submit to & pass personal background check & is overtime exempt.	

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