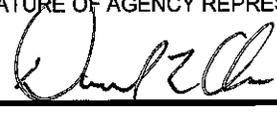


POSITION DESCRIPTION		AGENCY/DEPT ID DAS505280
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/Windows System Services	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006461	<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	
			20006460 Information Technology Manager 2	
<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: Administrative	
		Bargaining Unit 22		
		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
75	Performs project management functions for Office of Information Technology (OIT), Infrastructure Services Division (ISD) to design, implement, maintain, manage & administer the email service environment (e.g., Microsoft Windows Server, Microsoft Exchange, Active Directory, Lyris Listserver, RightFax, virus protection, eDiscovery, Microsoft Forefront Online Protection for Exchange (FOPE), ZIX encryption, Blackberry Enterprise Server (BES), Microsoft Office 365) in a complex multi-server configuration: directs & oversees staff responsible for installation, configuration, maintenance, monitoring & security of email services environment; manages & maintains data backup & recovery plans; responds to system issues 24 x7 x 365 to ensure the email service is operational; oversees, designs, creates & maintains custom scripts & production of reports for management & customers; provides oversight & direction to technical staff responsible for tier 2 & tier 3 support; monitors work progress to ensure timely completion of tasks & projects; reviews work product to ensure accuracy & completeness; assists staff in resolving difficult problems; supervises email service support staff (e.g., prepares schedules, evaluates work performance, approves leave); assigns & prioritizes projects & tasks.	Knowledge of (1) Microsoft Exchange server software & software management procedures in a multi-server configuration; (2) Windows Server operating system & server management procedures; (3) Active Directory; (4) Blackberry Enterprise Server management; (5) email migration; (6) PowerShell; (7) ITIL principles; (8) project management principles; (9) supervisory principles & techniques; (10) budget preparation & planning; (11) employee training & development; Skill in (12) operation of server software (e.g. Microsoft Exchange Server, Active Directory & Windows Server operating systems); (13) managing & configuring gateway anti-virus/spam software; Ability to (14) manage multiple projects; (15) comprehend & discuss large number of technical variables & determine course of action; (16) cooperate with co-workers on group projects; (17) resolve issues from network users; (18) establish friendly atmosphere as supervisor; (19) carry cell phone or wear pager; (20) diagnose & resolve system problems promptly to minimize down time.
	Must submit to & pass personal background check	*developed after employment.

JOB CODE 64132	List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
	20006452 Infrastructure Specialist 3 20072369 Infrastructure Specialist 3 20006464 Infrastructure Specialist 3 20006355 Infrastructure Specialist 3		10/26/11

POSITION NUMBER
20006461

JOB CODE TITLE
Information Technology Manager 1

apd 10/25/11 Cppa

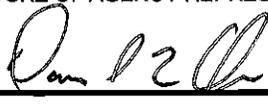
POSITION DESCRIPTION		AGENCY/DEPT ID DAS505280
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/Windows System Services	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006461	<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 20006460 Information Technology Manager 2
	<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: Administrative

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	Maintains awareness of industry trends, vendor & service provider offerings & emerging technologies; identifies, evaluates & recommends software, hardware, services & technologies necessary to maintain a robust email service; develops service requirements documentation, service roadmaps & business case justifications for implementing new services; ensures efficient & professional customer service; monitors response to tickets & incidents to ensure Service Level Agreements & Service Level Objectives are met; develops & recommends standards, policies & procedures; prepares budget planning & forecasting documents for the DAS/OIT email service; confers & meets with users, vendors, section managers & state agencies' in order to exchange information; promotes the DAS/OIT email service with existing & new customers; resolves difficult &/or technical problems; attends management-level meetings & provides expert advice to higher level management personnel; attends training classes &/or seminars.	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, (21) Service Level Agreements & Service Level Objectives, (22) Global Address List (GAL), (23) Database Availability Group (DAG), (24) service catalogs Skill in 12, 13. Ability to 14, 15, 16, 17, 18, 19, 20.

JOB CODE 64132	Must submit to & pass personal background check		SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 10/26/11
	List Position Numbers & Job Titles of Positions Directly Supervised: 20006452 Infrastructure Specialist 3 20072369 Infrastructure Specialist 3 20006464 Infrastructure Specialist 3 20006355 Infrastructure Specialist 3			

JOB CODE TITLE
 Information Technology Manager 1
 apd 10/25/11 [Signature]