

<b>POSITION DESCRIPTION</b>		AGENCY/DEPT ID DAS505280
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE Enterprise Open Systems	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006469	<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 type="checkbox"/> Classified <input checked="" 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 3
	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
45	Performs project management functions for Infrastructure Services Division (ISD) on behalf of ISD leadership: oversees & manages operations, direction & support including performing systems analysis & design of system integration across multiple hardware and system platforms (e.g. Windows Server, VMWare, AIX, Linux, Storage, Backup, Identity operations) and performance monitoring & automation management; Supervises and ensures security & software configuration support; implementation and adherence, installation of performance monitoring software; Manages units providing administration and management of multiple systems and services to agency customers; Promotes concept of enterprise solutions & management; Reviews & interprets system documentation & test results to determine appropriate course of action; Provides technical assistance to staff in resolving complex issues associated with multiple system platforms & services and performance monitoring & automation management; Establishes & ensures compliance with previously established, policies, procedures & standards including NIST 800-53 security framework and agreed upon IT Service Management best practices (ITIL); Implements IT help desk & systems programming policies & standards; Develops & reports on performance indicators reflecting service offerings; Develops, maintains & tests processes to ensure adequate backup & recovery procedures for services; Reviews proposed systems designs & determine efficiency of hardware & software in supporting such systems; provides analysis & supervises designs of large & complex computer systems; develops, documents and establishes service level agreements for services provided with associated service level objectives and agency business level objectives; Develops technical specifications for inclusion in Service Level Agreements between the unit & customers; attends customer agency meetings.	Knowledge of (1) project management methodologies; (2) employee training & development; (3) supervisory techniques; (4) agency/division policies & procedures*; (5) interviewing; (6) electronic data processing (e.g., mainframe, client server & web enterprise-wide applications); (7) computer science; (8) systems analysis & design; (9) fiscal operations/budgeting; (10) customer relations management; (11) meeting management techniques. Skill in (12) use of use of personal computer & associated hardware/software Ability to (13) deal with many variables & determine specific action; (14) read & interpret extensive variety of technical information systems material; (15) communicate effectively with agency representatives, large & small audiences on technical & non-technical issues; (16) interpret complex technical documents & position papers; (17) write status reports & policy documents; (18) effectively resolve service level issues with other agencies.

JOB CODE 64133	List Position Numbers & Job Titles of Positions Directly Supervised:  See Table of Organization	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 5/16/12

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DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE Enterprise Open Systems	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006469  JOB CODE TITLE Information Technology Manager 2  JOB CODE 64133  <i>apd 5/15/12 psm</i>	<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 type="checkbox"/> Classified <input checked="" 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 3
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 7:30 a.m. TO: 4:30 p.m.			
	<b>JOB DESCRIPTION AND WORKER CHARACTERISTICS</b>			
	%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	
	30	Assists ISD Leadership 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; supervises and manages analysts responsible for multiple hardware and system platforms (e.g. Windows Server, VMWare, AIX, Linux, Storage, Backup, Identity operations ).	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8, 8, 10, 11 Skill in 12 Ability to 13, 14, 15, 16, 17, 18	
	20	Establishes & manages multi-million dollar budgets & projects: researches cost & considers available funding in determining successful systems designs; 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. Participates in negotiation of contracts & purchases related to unit; promotes a customer centric service delivery; supports existing customers utilizing multiple hardware and system platforms (e.g. Windows Server, VMWare, AIX, Linux, Storage, Backup, Identity operations). 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; supports customer service help desk response with responsibilities over providing level- two support to customers using multiple system platforms; Provides support and training to customer agency users regarding new systems & advances in technology. Responsible for reporting service level metrics and performance indicators on multiple system platforms and services.	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8, 8, 10, 11 Skill in 12 Ability to 13, 14, 15, 16, 17, 18	
	List Position Numbers & Job Titles of Positions Directly Supervised:  See Table of Organization		SIGNATURE OF AGENCY REPRESENTATIVE  	DATE  5/16/12

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Office of Information Technology

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COUNTY OF EMPLOYMENT  
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POSITION NUMBER  
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JOB CODE TITLE  
Information Technology Manager 2

JOB CODE  
64133

Reclassification     New Position     Update    Position Hyperlinked to  Agency Organizational Tree

USUAL WORKING TITLE OF POSITION    POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
See Table of Organization

Permanent     Classified    Overtime:  Eligible     Exempt    Bargaining Unit 22  
 Temporary     Unclassified  
 Intermittent     Essential    If FLSA Exempt, exemption type:    Page 3 of 3

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
5	<p>Engages and participates in service strategy, service design, service transition and continuous operation for new and existing systems and services; Maintains awareness of industry trends, vendor &amp; service provider offerings and emerging technologies; Identifies, evaluates and recommends software, hardware, services and technologies necessary to maintain a robust portfolio of services; proposes long range plans for enhancements to multiple hardware and system platforms (e.g. Windows Server, VMWare, AIX, Linux, Storage, Backup, Identity operations) and performance monitoring &amp; automation management; evaluates customer agency strategic IT plans &amp; determines support requirements; participates with areas within the Office of Information Technology (OIT) &amp; other agencies in evaluating systems &amp; proposing solutions to technical problems; ensures security, disaster recovery and business continuity solutions are considered and components of proposed solutions; works with vendors in acquiring product information &amp; services to support new &amp; existing computer systems; researches options and participates in recommendations for software &amp; hardware for acquisition.</p> <p>This position must submit to &amp; pass a personal background check.</p>	<p>Knowledge of 1, 2, 3, 4, 5, 6, 7, 8, 8, 10, 11 Skill in 12 Ability to 13, 14, 15, 16, 17, 18</p>

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SIGNATURE OF AGENCY REPRESENTATIVE  


DATE  
5/16/12