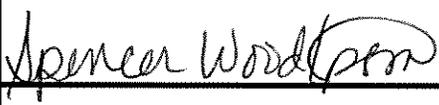


<b>POSITION DESCRIPTION</b>		AGENCY/DEPT ID DAS500000
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/Server	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006469	<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 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.				
<b>JOB DESCRIPTION AND WORKER CHARACTERISTICS</b>				
%	Job Duties in Order of Importance		Knowledge, Skills & Abilities	
45	<p>Manages the Office of Information Technology (OIT), Infrastructure Services Division (ISD), Server group: develops policies &amp; standards, analysis &amp; design of system integration across multiple hardware and system platforms (e.g. Windows Server, VMWare, AIX, Linux, Storage, Backup) and performance monitoring &amp; automation management; supervises &amp; ensures security &amp; software configuration support; implementation &amp; adherence, installation of performance monitoring software; Manages units providing administration &amp; management of multiple systems &amp; services to agency customers; Promotes concept of enterprise solutions &amp; management; Reviews &amp; interprets system documentation &amp; test results to determine appropriate course of action; Provides technical assistance to staff in resolving complex issues associated with multiple system platforms &amp; services &amp; performance monitoring &amp; automation management; Establishes &amp; ensures compliance with previously established, policies, procedures &amp; standards including NIST 800-53 security framework &amp; agreed upon IT Service Management best practices (ITIL); Implements IT help desk &amp; systems programming policies &amp; standards; Develops &amp; reports on performance indicators reflecting service offerings; Develops, maintains &amp; tests processes to ensure adequate backup &amp; recovery procedures for services; Reviews proposed systems designs &amp; determine efficiency of hardware &amp; software in supporting such systems; provides analysis &amp; supervises designs of large &amp; complex computer systems; develops, documents &amp; establishes service level agreements for services provided with associated service level objectives &amp; agency business level objectives; Develops technical specifications for inclusion in Service Level Agreements between the unit &amp; customers; attends customer agency meetings; responds to critical outages 24 x 7.</p>		<p>Knowledge of (1) project management methodologies; (2) employee training &amp; development; (3) supervisory techniques; (4) agency/division policies &amp; procedures*; (5) interviewing; (6) electronic data processing (e.g., mainframe, client server &amp; web enterprise-wide applications); (7) computer science; (8) systems analysis &amp; design; (9) fiscal operations/budgeting; (10) customer relations management; (11) meeting management techniques.</p> <p>Skill in (12) use of use of personal computer &amp; associated hardware/software</p> <p>Ability to (13) deal with many variables &amp; determine specific action; (14) read &amp; interpret extensive variety of technical information systems material; (15) communicate effectively with agency representatives, large &amp; small audiences on technical &amp; non-technical issues; (16) interpret complex technical documents &amp; position papers; (17) write status reports &amp; policy documents; (18) effectively resolve service level issues with other agencies.</p>	
JOB CODE TITLE Information Technology Manager 2	List Position Numbers & Job Titles of Positions Directly Supervised:  See Table of Organization		SIGNATURE OF AGENCY REPRESENTATIVE 	
JOB CODE 64133			DATE 10/6/14	

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

POSITION NUMBER 20006469	<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 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:
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; performs administrative functions (i.e., approval of requests for leave, payable time approval, completes performance evaluations, issues discipline)		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 the Server group 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 & 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 & training to customer agency users regarding new systems & advances in technology. Responsible for reporting service level metrics & performance indicators on multiple system platforms & 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
JOB CODE TITLE 64133 Information Technology Manager 2	List Position Numbers & Job Titles of Positions Directly Supervised: See Table of Organization		SIGNATURE OF AGENCY REPRESENTATIVE 
			DATE 10/6/14

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

POSITION NUMBER 20006469           JOB CODE TITLE Information Technology Manager 2           JOB CODE 64133	<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 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 3 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	
	5	Engages & participates in service strategy, service design, service transition & continuous operation for new & existing systems & services; maintains awareness of industry trends, vendor & service provider offerings & emerging technologies; Identifies, evaluates & recommends software, hardware, services & technologies necessary to maintain a robust portfolio of services; proposes long range plans for enhancements to multiple hardware & system platforms (e.g. Windows Server, VMWare, AIX, Linux, Storage, Backup, Identity operations) & 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; ensures security, disaster recovery & business continuity solutions are considered & components of pro-posed solutions; works with vendors in acquiring product information & services to support new & existing computer systems; researches options & participates in recommendations for software & hardware for acquisition.		Knowledge of 1, 2, 3, 4, 5, 6, 7, 8, 8, 10, 11 Skill in 12 Ability to 13, 14, 15, 16, 17, 18	
	This position must submit to & pass a personal background check.				
	List Position Numbers & Job Titles of Positions Directly Supervised: See Table of Organization			SIGNATURE OF AGENCY REPRESENTATIVE 	
				DATE 10/6/14	