General Statement of Duties
Manages an information technology (IT) operation that includes implementing work plans based on annual goals and the strategic plan; resolves citizen, operational, and management issues; and achieves goals while ensuring resources are utilized appropriately.

Distinguishing Characteristics
There are five classifications in the IT management series: IT Manager, IT Manager Senior, IT Director, IT Director Senior, and IT Executive. The IT Manager Senior is distinguished from the IT Manager, which supervises information technology professionals responsible for developing and maintaining technology infrastructure or services while managing the daily activities of an information technology work group. The IT Manager also provides technical expertise and leadership in the development, implementation, and evaluation of technology solutions.

The IT Manager Senior is distinguished from the IT Director, which directs one or more information technology (IT) operations that include developing annual and multi-year work plans and strategies, ensures resources are available to achieve work plans, resolves complex business issues, and establishes management practices and processes that ensure the accomplishment of performance standards. The IT Director is a mid-level management classification.

The IT Manager Senior is distinguished from the IT Director Senior which directs an information technology (IT) operations division that has two or more distinguishably different functional areas that include developing annual and multi-year work plans and strategies, ensures resources are available to achieve work plans, resolves complex business issues, and establishes management practices and processes that ensure the accomplishment of performance standards, annual goals and strategic initiatives.

Finally, the IT Manager Senior is distinguished from the IT Executive, which directs multiple information technology (IT) operations within a division or department that include establishing a multi-year vision and strategic plan, optimizing resource allocations, and ensuring the organization accomplishes annual goals and strategic initiatives. The IT Executive is the highest level of management within IT.

Guidelines, Difficulty and Decision-Making Level
Guidelines are in the form of stated outcomes for the agency/division.

Employee is responsible for planning, organizing, allocating resources, ensuring compliance with procedures, and achieving the outcomes of the work unit(s).

Duties performed involve weighing and evaluating complex factors requiring a high degree of judgment, analytical ability, and problem solving.

Level of Supervision Received & Quality Review
Responsible for achieving the work objectives of an organizational unit(s) within the scope of established guidelines and the mission of the agency or department.

Work is reviewed for soundness of judgment, feasibility of decisions, and work production based on defined performance standards.
Interpersonal Communication & Purpose

Communication at this level is internally and externally focused. Involves establishing and maintaining effective, collaborative working relationships with employees, peers, and other stakeholders including appointed and elected officials. Provides information and negotiates solutions to business issues that have major consequences or long term significance.

Level of Supervision Exercised

Manages one or more work groups within a division by supervising first level supervisors, IT professionals, and IT technical staff.

By position, matrix manages staff involved with projects or programs.

Essential Duties

Develops and implements work plans for an operation(s). Communicates annual work plans to employees and ensures employees are focused on the work plan and achieving performance standards.

Contributes to the development and implementation of technology goals and objectives. Ensures technology goals and objectives are met and services are being provided efficiently and effectively; takes corrective action when needed.

Resolves operational and management issues, makes decisions that are inclusive of multiple perspectives and solves underlying problems. Resolves escalated user complaints.

Provides technical expertise to clients and IT staff by identifying technology solutions to meet business needs and by leading the design, development, and/or maintenance of supported technologies.

 Represents the operation in meetings with vendors and clients to plan and develop technology solutions and to resolve escalated issues. Works with user and peer groups to develop and implement large scale technology projects that impact multiple disciplines.

Serves as an IT representative on various internal/external committees. Fosters collaborative relationships that benefit the organization.

Develops and implements standards and procedures for the operation(s). Monitors and directs daily operations to ensure standards and procedures are being followed. Recommends and implements process improvements for the operation.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Selects, trains, develops, and evaluates subordinate staff. Makes decisions on hiring, terminations, promotions, and disciplinary actions as required.

Develops and implements plans to allocate funding and staffing resources based on business needs within budget restraint.

Participates in development of budget recommendations, to include capital improvement funds used for the purchase and maintenance of technology infrastructure and equipment.

Performs other related duties as assigned.
Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

### Competencies

**Deciding and Initiating Action** - Takes responsibility for actions, projects and people; makes quick, clear decisions which may include tough choices, after considering risks.

**Delivering Results** - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

**Interpersonal Skills** – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

**Influencing** - Collaborates with, persuades and influences others.

**Technical Competence** – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one’s job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

**Coaching** - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

**Written Communication** - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

### Knowledge & Skills

None

### Education Requirement

Bachelor's Degree in Computer Science, Mathematics, Business, or a related field.

### Experience Requirement

Five (5) years of professional level information technology work to include one year of experience functioning as a supervisor or team lead.

### Education & Experience Equivalency

Two (2) years of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

### Licensure & Certification

None

### Working Environment

Work is primarily performed in an office setting and frequently at other locations for meetings. Pressure due to multiple calls and inquiries and is subject to interruption. Subject to varying and unpredictable situations. Subject to long irregular hours.
**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

- Sitting: remaining in the normal seated position.
- Reaching: extending the hand(s) and arm(s) in any direction.
- Handling: seizing, holding, grasping, or otherwise working with hands.
- Fingering: picking, pinching, or otherwise working with fingers.
- Talking: expressing or exchanging ideas by means of spoken words.
- Hearing: perceiving the nature of sounds by the ear.
- Color vision: ability to distinguish and identify different colors.
- Agility: bends, stretches, twists, or reaches out with the body, arms, or legs.
- Balancing: maintaining body equilibrium to prevent falling over.
- Carrying: transporting an object; usually by hand, arm, or shoulder.
- Accommodation: ability to adjust vision to bring object into focus.
- Standing: remaining one one’s feet in an upright position.
- Stooping: Bending the body by bending the spine at the waist.
- Talking: Expressing or exchanging ideas by means of spoken words.
- Vision Far acuity: ability to see clearly at 20 feet or more.
- Vision Near acuity: ability to see clearly at 20 inches or less.
- Vision: To observe animal behavior, read signs, and reading colors.
- Walking: moving about on foot on uneven surfaces.
- Walking: moving about on foot.
- Written Comprehension
- Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

**Background Check Requirement**

- Criminal Check
- Education Check
- Employment Verification
- By position, Motor Vehicle Record

**Assessment Requirement**

None

**Probation Period**

Six (6) months.
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