IT Manager -Systems (12204)(31000278)

GENERAL DESCRIPTION OF WORK

Positions in this banded class lead a team of IT Professionals concentrated in the integration, maintenance, configuration, installation, modification, and/or testing of IT equipment and systems to provide a cohesive computer environment for the agency of university. Work includes the application of considerable technical knowledge of the particular technological area or systems to effectively manage projects or programs, develop personnel, allocate resources, ensure security compliance, and provide strategic planning to meet current and future business/ instructional needs and goals. Work may include collaboration with subject matter experts throughout the agency/university with cross-functional teams within the unit. Direct daily operations of the unit or department, analyzing workflow, establishing priorities, developing standards and setting deadlines.

CONTRIBUTING

Functional Competency	Examples of Work	Competencies
Technical Knowledge & Leadership	• Conducts quality control/quality assurance checks on systems administration and systems programming work performed by team members. • Identifies, specifies and recommends the acquisition of appropriate systems and technologies to meet the specific needs of the supported organization. • Recommends and assists with the development of standing operating procedures and processes necessary to install, operate and maintain IT systems appropriate for the needs and requirements of the supported organization. • Trains new team members on the technical requirements and functions of their duties relative to the systems being managed. • Tracks and evaluates system errors, malfunctions and outages identified by systems administrators, assists in determining root causes and approves changes to procedures or processes to prevent or ameliorate recurrences. • Performs research or studies to maintain the technical knowledge necessary to be the acknowledged Subject Matter Expert on supported systems. • Provides technical guidance, training and advice to team members and others pertaining to supported systems.	• Working knowledge of systems administration, operations, management and security for the systems being managed. • Working knowledge of systems security processes and procedures. • Ability to analyze and evaluate systems logs, error messages and other system outputs and develop recommendations to alleviate errors and inefficiencies in systems operations. • Working knowledge of systems planning and integration processes. • Ability to analyze user requirements and plan the acquisition and deployment of appropriate systems to meet those requirements. • Working familiarity with systems architecture models. • Ability to self-analyze, determine personal technical shortcomings and take appropriate action to mitigate them. • Ability to translate personal knowledge and skills into deliverable education and training for subordinates.
Planning & Organizing	• Directs daily operations of team, analyzing workflow, establishing priorities, developing standards and setting deadline. • Prepares systems maintenance schedules with input from supported organizations. • Prepares shift schedules to ensure technical oversight of supported systems as required. • Prepares and tests Disaster Recovery and Continuity of Operations Plans as required by organizational policy.	• Ability to translate user requirements, expectations and deadlines into actionable schedules and plans. • Ability to understand readiness requirements and standards and apply them to operating and maintenance schedules. • Ability to conduct threat assessments and plan actions and processes to ameliorate those threats. • Ability to work with vendors, finance and budget offices, contracting and other supporting personnel to

	• Plans and coordinates the modification, upgrade or replacement of supported systems as required by policy, technical needs or irrecoverable system failure.	schedule the acquisition of new resources as required.
Strategic Development/ Project Management	• Plans and manages projects related to the installation, operation and maintenance of supported systems. • Provides technical expertise and advice on supported systems as a member of an integrated project management team. • Interprets organizational strategic plans, goals and objectives to determine their effects on supported systems. • Advises strategic planning team and/or organizational management about the effects and needs generated for supported systems by the strategic plan. • Assists in the preparation of IT strategic plans to ensure continued relevance and effectiveness of supported systems.	• Understanding of project management theories and working knowledge of standard project management methodologies and tools. • Ability to read and understand plans, goal statements and other documents and determine their impact on systems requirements and operations. • Ability to craft technical goals and strategies in non-technical language.
Human Resources	• Prepares, maintains and updates position descriptions and work plans for team members. • Prepares and delivers required evaluations of team members in accordance with organizational policy. • Administers discipline as required by employee behavior within the confines of organizational policy. • Mentors and coaches team members on technical and organizational responsibilities and career development as appropriate. • Within organizational guidelines, identifies and schedules appropriate technical and professional development opportunities for team members.	• Working knowledge and understanding of applicable organizational personnel regulations, policies and procedures. • Ability to create and negotiate realistic work plans and provide written and oral evaluations of performance for subordinates. • Ability to analyze subordinates' knowledge, skills and abilities and create realistic technical and professional development plans with them.

JOURNEY		
Functional Competency	**Examples of Work**	**Competencies**
Technical Knowledge & Leadership	• Evaluates supported systems performance, identifies and executes systems tuning processes to increase system efficiency. • Evaluates and recommends appropriate changes to systems policies, processes and procedures to reduce or eliminate those that become ineffective or unnecessary as systems are modified or updated. • Researches technical publications and information to remain abreast of current trends, issues and security threats relative to supported systems. • Provides expert advice and recommendations relative to supported systems and related technologies. • Prepares and delivers technical training to other IT managers as needed or requested. • Represents the supported systems and associated technical staff within the IT support organization.	• In Depth knowledge of systems performance tuning processes and techniques for managed systems. • Ability to review and interpret existing documentation and develop appropriate changes or modifications to increase systems performance. • Self-motivated to increase and update personal technical knowledge and skills. • Ability to lead collaborative technical committees and working groups to achieve specified goals and objectives. • Working knowledge of training processes and techniques. Ability to formulate and render expert technical opinions and recommendations in non-technical language.
Planning & Organizing	• Collaborates with other IT managers, organizational leadership and supported organizations to schedule and perform out of cycle systems maintenance activities as required. • Prepares plans to integrate new capabilities, technologies or processes into the administration of supported systems to meet the needs of the supported organization.	• Ability to collaborate with other technical and non-technical managers. • Ability to prepare complex technical plans and documents and articulate them to both technical and non-technical audiences.
Strategic Development/Project Management	• Uses automated project management tools to develop and implement projects related to supported systems. • Leads project management teams on supported system-related projects. • Participates as a member of an integrated project management team on projects affecting multiple systems. • Evaluates supported organization's strategic plans against current system capabilities to determine ability of current systems to meet future needs. • Researches and evaluates next or future generation technologies to determine applicability and capability to meet identified strategic needs.	• Ability to select and implement appropriate project management systems and tools. • Working knowledge of team dynamics, meeting management and collaborative goal setting processes. • Knowledge of available and planned systems and capability to apply that knowledge to meet supported organizations' articulated goals and objectives.
Human Resources	• Mentors and coaches other IT Managers and/or subordinate positions for career	• Ability to communicate effectively orally and in

	development • Completes work plans, performance appraisals, and develops or provides input to job descriptions • Assess future human resource needs, skill sets, and workload	writing.
ADVANCED		
Functional Competency	**Examples of Work**	**Competencies**
Technical Knowledge & Leadership	• Researches, evaluates, pilots and implements new technologies, systems, processes and procedures. • Integrates disparate systems, technologies, processes and procedures as required to support enterprise needs. • Provides expert advice and skills in support of multiple systems and technologies • Advises organizational leadership on the applicability, capabilities and shortcomings of current and potential future systems relative to the needs of the organization. • Leads technical committees, working groups or cross-functional teams in the specification, development and implementation of complex systems. • Represents supported systems, technologies and associated teams to organizational management	• Knowledge of standard systems architectures and processes and ability to adapt those standards to meet specific organizational needs. • Ability to architect pilot systems for testing and evaluation. • In depth technical knowledge of the current and anticipated systems environment. • Ability to research, review, identify and articulate the potential impact of new or revised technologies on the organization's systems architecture. • Ability to lead others through negotiation, persuasion and collaboration on technical subjects or projects. • Ability to effectively manage relationships with higher level management and supported organizations.
Planning & Organizing	• Collaborates with other technical experts, organizational leadership and supported organizations to design and lead the implementation of complex systems. • Plans the implementation, systems management and support of cross-organizational systems architectures.	• Ability to collaborate, listen actively, persuade and otherwise engage technical peers, supervisors and supported organizations in the development of plans, processes procedures and system architectures.

Strategic Development/ Project Management	• Develops and leads cross-functional projects related to complex systems. • Researches and evaluates the potential of next generation and predicted technologies to meet the needs of the organizational strategic plan in the out years. • Evaluates and performs reality checks on the ability of technology systems to support strategic goals.	• Understanding of the interrelationships and interdependence of complex systems. • Ability to read and interpret highly technical and complex publications, articles and papers and produce articulate assessments relative to organizational requirements.
Human Resources	• Develops and delivers technical training on supported and planned systems to other IT Managers and technical staff. • Mentors and coaches other IT Managers and/or subordinate positions for career development • Completes work plans, performance appraisals, and develops or provides input to job descriptions • Assess future human resource needs, skill sets, and workloads to ensure optimal service delivery and meet business objectives. Makes recommendations to senior leadership as appropriate	• Ability to communicate unfamiliar or complex technical topics to both technical and non-technical audiences.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

- Bachelor's degree in Computer Science, Computer Information Systems, Computer Engineering, Engineering or related technical degree from an appropriately accredited institution and four years progressive experience in the field of information technology including at least two years of experience in systems or systems programming experience; or
- Bachelor’s degree from an appropriately accredited institution and five years progressive experience in the field of information technology including at least two years of systems or systems programming experience; or an equivalent combination of education and experience.
- Advanced level requires one year of additional education or experience

This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.