



ITD DIVISION TEAM LEADER

SCOPE OF WORK:

Work involves supervising a technical team in support of a portfolio of various systems, applications, and/or projects. This classification applies to positions within software development, computer systems and network services.

DUTIES PERFORMED AT ALL LEVELS:

- Supervise a team of individuals with varying technological expertise.
- Provide first line of communication to customers.
- Ensure team members follow standards, processes, and policies.
- Understand objectives of the organization and leverage resources effectively; manage priorities and workload for the assigned customers managing expectations for cost, quality and time, seeking assistance from division manager as needed.
- Manage project costs and deadlines using established project management standards and procedures.
- Act as a liaison between the customer and the division.
- Participate in department and division strategic planning.
- Lead and/or participate in implementing division strategies with guidance from senior management.
- Report incidents to customers, end users, and department management team.
- Inform senior management on customer workload changes or needs.
- Provide guidance to team members in resolving issues that are outside of the team member's organizational authority.
- Schedule and support staff to assure 24/7 production support and resolution of problems for assigned customer applications and systems.
- Verify that appropriate documentation is maintained and current.

The two levels of ITD Division Team Leader are differentiated based on complexity of work, management latitude, and diversity of agencies supported, projects, applications or systems.

<p>NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.</p>
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ITD DIVISION TEAM LEADER I

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GRADE N

LEVEL DEFINITION:

Work at this level generally involves relatively lower complexity, closer oversight by a division manager, and limited diversity of agencies supported, projects, applications or systems. Projects range from maintenance to enterprise level; however, as the complexity of the project increases this level will have more guidance from upper management.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- None

MINIMUM QUALIFICATIONS:

Requires a bachelor's degree in a computer science field and two years of professional experience in complex system development or maintenance. The employing agency, at its discretion, may substitute additional professional work experience for the formal education requirement. The amount and type of work experience that may be substituted will be defined by the employing agency at the time of recruitment.

ITD DIVISION TEAM LEADER II

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GRADE O

LEVEL DEFINITION:

Work at this level generally involves independent supervision of diverse, highly complex projects, applications or systems in support of a variety of agencies.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Effectively and independently supervise the assigned technical development team.
- Identify appropriate rewards and recognize excellence in ways that motivate others.
- Provide mentorship to assigned staff and less experienced team leaders.
- Develop alternative courses of action and successfully implement contingencies to handle frequently changing demands.
- Participate in and facilitate team leader peer meetings.
- Independently lead in minor and/or participate in all division strategies.

MINIMUM QUALIFICATIONS:

Requires a bachelor's degree in a computer science field and three years of professional experience in complex system development or maintenance, including one

year experience as a team leader. The employing agency, at its discretion, may substitute additional professional work experience for the formal education requirement. The amount and type of work experience that may be substituted will be defined by the employing agency at the time of recruitment.

Eff. Date: 11/13