



**NORTH DAKOTA
CLASS DESCRIPTION**

ND Human Resource Management Services

Class Code(s): 0138

Phone: (701) 328-3290

DIVISION DIRECTOR INFORMATION TECHNOLOGY DEPARTMENT

GRADE Q

SCOPE OF WORK:

Work involves providing leadership to and management of a large division within the Information Technology Department.

DUTIES PERFORMED:

- Assess need for and plan, organize, coordinate, implement, and evaluate enterprise-level services provided by the division.
- Collaborate on the development, coordination, and maintenance of ITD's strategic plan for services that meet the needs of customers; communicate plan to staff, customers, service providers, state and local officials, and other stakeholders; evaluate rapidly changing technology to determine impact on current plan; involve stakeholders in the planning, development, and modification of the strategic plan.
- Monitor and evaluate needs of and opportunities for customers and the State of North Dakota; monitor and evaluate emerging technologies to determine impact on services and feasibility of implementation; ensure a high level of technology solutions to best serve customers' needs.
- Provide for evaluation, monitoring, and maintenance of systems and services; implement and coordinate changes; assist in establishing and monitoring user service rates; develop and maintain policies, standards, and guidelines; approve purchases for systems and services.
- Provide consultative services to customers; advise and guide in the development of plans for effective and efficient use of systems and services; assist customers in determining equipment and service needs; provide recommendations to improve cost-effectiveness of system usage.
- Ensure appropriate staffing levels; manage assigned staff; develop and implement work standards and performance management measures; provide for training of staff; provide project planning; assign work duties as appropriate.
- Plan, develop, administer, and monitor the division budget.
- Procure and manage contracted services; develop specifications for contracted services and assist in contract negotiations; monitor services for compliance with contracts; monitor industry trends to ensure rates for contracted services are consistent with industry norms; monitor customer satisfaction with contracted services.

- Provide leadership in setting the direction of technology related to the Division's functional area of responsibility for state agencies, political subdivisions, and K-12 schools as applicable.
- Plan, develop, and implement policies, procedures, and standards to protect the states information and technology resources.
- Provide coordination and communication with other ITD functions, user agencies, and outside support sources to provide information, respond to inquiries, and resolve problems.
- Chair and participate in ad-hoc committees to establish policies and set standards for implementation and use of technology; represent ITD in matters pertaining to the division.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

MINIMUM QUALIFICATIONS:

Requires a bachelor's degree with a major in computer information systems, computer science, business administration or another field closely related to the position's functional area of responsibility and five years of current professional-level work experience in a directly related functional area that included supervisory or management duties. ITD will specify the pertinent degree majors and type and level of experience required at the time of recruitment.

Eff. Date: 10/09 Combined all ITD division director classes (0138, 0178, 0168, and 0199)

Rev: 7/12 – Conversion to Hay System