



**NORTH DAKOTA
CLASS DESCRIPTION**

ND Human Resource Management Services
Phone: (701) 328-3290

Class Code(s): 0139

CHIEF SECTION OFFICER, ITD

GRADE S*

SCOPE OF WORK:

Work involves leading strategic programs and initiatives and directing assigned functional areas within the Information Technology Department. The four chief section officers each oversee one of the following assigned functional areas: Data, Technology, Reinvention, and Security. These positions report directly to the State's Chief Information Officer.

DUTIES PERFORMED:

- Conduct overall strategic planning, organizing, and coordination of activities in assigned functional areas associated with providing statewide IT services for state agencies, county government, and K-12 education.
- Champion and promote strategic technology direction to internal staff, state agencies, the legislature, and external entities.
- Coordinate with the full Executive Management Team to evaluate current lines of business to ensure that stakeholders are being provided with the best technology solutions to meet enterprise and agency business needs.
- Coordinate with the full Executive Management Team to develop, revise, and implement policies and procedures to accomplish required duties of the department and to meet established information technology standards.
- Coordinate with the full Executive Management Team to establish high level performance measures to manage service levels and progress towards organizational goals and objectives.
- Provide oversight to Division Directors regarding the effectiveness and efficiency of service delivery and progress on major projects.
- Lead the people, technology, and business activities required to manage IT products and services for business units. Manage project teams and cross functional product workgroups for IT program areas. Also responsible for the indirect management of other staff to fulfill role of consultant, program/project manager, customer relations, design/engineering, and strategic planning.
- Lead strategic efforts by collaborating internally and with agency leaders on planning and tactical execution.
- Lead teams focused on specific work streams to meet larger strategic goals.
- Build execution roadmaps to monitor and evaluate success and identify necessary course corrections.

- Provide IT and business related consulting services to IT Shared Services customers in regards to how specific IT products and services can successfully achieve business objectives.
- Oversee program and project management activities related to initiatives in each business unit; manage metrics and dashboards as appropriate, evaluate opportunities, facilitate meetings, champion solutions and build consensus; support a collaborative culture and deliver value through the application of technology, strategy, and process improvement.
- Work with cross-functional teams to prioritize strategic gaps, evaluate options, and ensure appropriate resources are applied; define activities to support change and transition.
- Develop and maintain excellent working relationships with IT customers and ensure that service levels meet customer expectations.
- Develop and manage relationships with vendors who are critical to the division's successful delivery of services to customers and stakeholders.
- Educate stakeholders and peers on IT strategic direction and key initiatives including state agencies, political subdivisions, K-12 and Higher Education communities, the legislature, service providers and other state and local officials.
- Represent the CIO as delegated voting member on large project Executive Steering Committees; chair and participate in ad-hoc committee group meetings where IT works with customers to set policies for implementation and use of technology.
- Participate in the membership and national meetings of key IT groups to stay abreast of current initiatives and trends in other states.
- Provide input to the development of the agency's biennial budget request and the associated fiscal and human resource requirements needed for the department to carry out its mission.
- Provide input to legislation affecting information technology and related services of the department.

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 in business administration, computer science, or a closely related field, and eight years of current and progressively responsible professional-level work experience in a senior IT/leadership role. ITD will specify the degree and type of professional-level experience required at the time of recruitment, depending on the position to be filled.

Eff. Date: 03/2018; *Pay Grade Exception assigned; NDAC 4-07-04-09 & 4-07-04-12