## ENTERPRISE ITD DIVISION MANAGER
GRADE P

SCOPE OF WORK:

Work involves managing teams responsible for providing enterprise level services for state agencies to address situations or problems with automated solutions. Positions assigned this classification perform under the broad policy guidance and direction of an ITD Division Director and are located within the Information Technology Department (ITD).

DUTIES PERFORMED:

- Coordinate the evaluation, monitoring, and maintenance of systems and/or services; implement and coordinate changes as well as analysis on systems, network infrastructure, services or development projects through direct involvement and by providing leadership to team leaders in project planning, determination of staffing requirements, staff and project scheduling, and project cost estimation.
- Direct research and user advisory activities relating to the analysis, evaluation, development, installation, and revision of enterprise level IT services.
- Collaborate with agency personnel and internal resources to identify business problems and recommend effective solutions. Plan and conduct meetings of ITD staff and user agency personnel to establish project scope and goals, set priorities and timelines, monitor project status, address issues, and share information among peer groups.
- Provide technical information, analysis, and recommendations to leadership and architects; assist agencies in achieving their technical objectives.
- Develop and maintain organizational, procedural, and workflow plans for optimum enterprise level IT services; provide expertise and consultation to ensure optimization of functional area of technology and staff resources.
- Plan and coordinate staff and equipment relocation activities based on project or customer requirements.
- Ensure teams have the necessary resources for varying division technology needs.
- Establish and maintain customer relations by evaluating customer satisfaction, assuring that service levels meet customers' expectations, addressing billing issues, reviewing and approving cost estimates, and responding to issues and concerns.
- Administer consultant and contracted services to include interviewing, evaluating, and recommending consultants and contractors; evaluating their performance and resolving issues; and approving payments.
- Research issues and projects encountered in the functional area of responsibility; collaborate with other divisions of ITD to resolve problems and coordinate or develop

alternative problem resolutions; determine appropriate resolution involving projects and teams or make recommendations involving problems of broader issues.

- Provide evaluation and input to the development and maintenance of ITD's policies and standards affecting users.
- Participate in the review, evaluation, and selection of new products, hardware, or software.
- Research, establish, evaluate, and revise processes and methodologies; provide updates and upgrades of tools and training materials.
- Coordinate security activities including security rights for access to various areas such as program source code, systems, network, production information, version control, and disaster recovery.
- Coordinate and provide for the training of staff and agency personnel.
- Interview and select staff members; manage assigned staff by planning and assigning work duties, developing and implementing work standards, coaching and mentoring, implementing performance management measures, and initiating and carrying out disciplinary measures as required.
- Disseminate ITD's mission and direction through various communication methods; monitor and reward accomplishments of individual and team goals; and relay ideas/concerns of staff members to ITD's senior management team.
- Ensure effective utilization of assigned resources; provide budgeting data; participate in ITD's strategic planning process; and perform related administrative duties.
- Develop and complete reports on status of projects and other requests.

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

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MINIMUM QUALIFICATIONS:

Requires a bachelor's degree in computer information systems, computer science, or another field closely related to the position's functional area of responsibility, and five years of progressively responsible work experience that included responsibility as a team leader or project manager. Additional work experience may substitute for up to two years of the education requirement on a year-for-year basis. ITD will specify the pertinent degree majors and type and level of experience required at the time of recruitment.

Eff. Date: 7/02 (*Pay Grade Exception assigned 4/02; NDAC 4-07-04-11 & 4-07-04-12)
Rev: 11/03 – Changed title (formerly Enterprise Application Development Manager)
Rev. 10/07 – Pay grade exception reviewed, grade unchanged
Rev. 2/12 – Changed title (formerly Enterprise Software Development Manager), scope of work, duties performed, and minimum qualifications
Rev: 7/12 – Conversion to Hay System; Pay Grade Exception removed