



INFORMATION TECHNOLOGY ADMINISTRATOR

SCOPE OF WORK:

Work involves directing an agency division or unit that provides comprehensive information technology management services to support the agency's mission.

Systems are developed using standard and custom software for information processing and management, document imaging and electronic reproduction, voice and video communications, security and disaster or contingency planning, and connectivity.

DUTIES PERFORMED AT ALL LEVELS:

- Plan and direct the design, development, implementation, and maintenance of the agency's information technology systems and all components to support the agency's business plan and mission.
- Responsible for all operational issues related to agency systems, interfaces, data management, and any other questions regarding technology for the agency.
- Develop, implement, and maintain procedures and standards for organization, utilization, and security of the agency's information and systems.
- Ensure compliance with state policies and standards and coordination of activities with the Information Technology Department (ITD) as required.
- Develop, communicate, implement, and maintain strategic information technology plans, goals, and objectives of the work unit; evaluate information technology activities to ensure efficiency, effectiveness, and compliance with organizational plans, standards, and goals.
- Assess business processes and facilitate business process reengineering; identify information systems needs and enhancement opportunities based on consultation with agency administrators and internal and external users; recommend and/or approve decisions on information systems.
- Direct and provide oversight for all information technology processes and tasks, which includes internal and external support resources (i.e. ITD for support and implementation).
- Develop the information technology budget and/or provide advice on information technology-related costs to agency managers for their respective work unit budgets; manage appropriated funds for the information technology work unit.
- Oversee and coordinate system development and procurement to ensure compatibility of hardware, software, and peripheral equipment on an agency and statewide basis.

- Direct and oversee information technology hardware and software inventory management processes for the agency.
- Develop requests for proposal; participate in vendor selection; manage contracted services.
- Research new technologies; evaluate alternatives to determine impact on services and feasibility of implementation or migration; make recommendations on potential applications to integrate with or replace existing technologies.
- Facilitate and conduct training of users in the agency's information systems hardware and software.
- Manage assigned staff by participating in the selection process, 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.
- May manage information technology infrastructure in multiple or off-site locations.
- May assist in the development of legislation and provide legislative testimony.

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

INFORMATION TECHNOLOGY ADMINISTRATOR I

0171

GRADE M

LEVEL DEFINITION:

Work at this level involves administering the information technology function in a smaller agency. This level of work is differentiated from the Information Technology (IT) Administrator II in that the majority of time is spent performing activities to execute the agency IT operations.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- None.

MINIMUM QUALIFICATIONS:

Requires a bachelor's degree with a major in computer science or computer information systems and three years of work experience that included management of staff in a comprehensive computer-based information systems work unit. Or a bachelor's degree with a major in another field and five years of work experience that included management of staff in a comprehensive computer-based information systems work unit.

INFORMATION TECHNOLOGY ADMINISTRATOR II

0172

GRADE O

LEVEL DEFINITION:

Work at this level involves planning and directing the information technology function in a larger agency that includes management of a variety of professional-level information technology positions. Work is differentiated from the I level in that the majority of time is spent on oversight of the IT function versus performing IT activities. Positions have an increased level of complexity due to the number and diversity of the agency operations and systems.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- None.

MINIMUM QUALIFICATIONS:

Requires a bachelor's degree with a major in computer science or computer information systems and five years of work experience that included management of staff in a comprehensive computer-based information systems work unit. Or a bachelor's degree with a major in another field and seven years of work experience that included management of staff in a comprehensive computer-based information systems work unit.

Eff. Date: 11/74

Rev: 7/77

Rev: 4/79

Rev: 10/95 – Updated series (Previously Data Processing Administrator); deleted third level

Rev: 7/02 – Changed title, Scope of Work, and Duties Performed

Rev: 6/10 - Added level definitions, revised factoring, and increased grade at first level

Rev: 7/12 – Conversion to Hay System

Rev: 5/13 – Updated scope, duties, and level definitions; JEC reviewed and revised factor evaluations, which increased grade for II level from N.