



**NORTH DAKOTA  
CLASS DESCRIPTION**

ND Human Resource Management Services

Class Code(s): 0185

Phone: (701) 328-3290

---

**MANAGER, NETWORK BUSINESS CONSULTING**

GRADE P

**SCOPE OF WORK:**

Work involves managing the network business consulting group responsible for identifying technology solutions to customer business issues and providing consulting, design, engineering, and project management services for implementation of projects for all levels of government and education throughout the State. The position assigned this classification is located in the Information Technology Department (ITD) and reports to the Director of the Telecommunications Division.

**DUTIES PERFORMED:**

- Identify, engineer, and manage telecommunications projects from inception to implementation: meet with customers to identify business needs and problems; conduct project planning and goal setting; identify technology solutions; prepare project definition, business case and cost/benefit analysis, and conceptual engineering design; facilitate meetings with customers and vendors; establish project deliverables and timelines for ITD work groups, service providers, vendors, and consultants; establish project plan, priorities, resources, and risks; and coordinate with ITD staff, vendors, consultants, and users on and during project design and implementation; perform engineering diagramming, documentation, sign-off, and reporting.
- Research, analyze, evaluate, and recommend technology solutions to meet the business needs of customers; research, evaluate, and promote new and emerging technologies and services.
- Prepare requests for proposal; solicit vendor interest/bids; lead and participate in vendor evaluation and selection processes.
- Provide consulting services regarding network and network-dependent technology applications to achieve business success.
- Provide technical grant review recommendations to determine grant funds awarded to schools.
- Provide information and recommendations to budget/rate design work unit to determine appropriate customer rate structure and funding mechanism for projects and related services.
- Manage assigned staff; develop and implement work standards; implement performance management measures; provide for training of staff; assign work duties as appropriate.

- Negotiate and manage vendor contracts to include performance expectations, pricing, scope of work, quality assurance, contract deliverables, and deadlines.
- Make policy, engineering, and other technical recommendations to ITD management for decision-making on projects, policies, and financial obligations.
- Collaborate with other ITD managers and employees to resolve customer issues.
- Participate in Division and Department strategic planning activities to include development of goals and objectives for project management and engineering section, alignment with Division business strategies, monitoring, and reporting.

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:

A bachelor's degree with a major in computer science or related information technology-related field, engineering, business or public administration, and five years of current and progressive work experience that provided knowledge of the telecommunications network infrastructure, engineering and management of large and complex projects, management of customer relations, and working with multiple stakeholders in a consulting capacity to achieve business objectives. Work experience must have included management of other persons.

Eff. Date: 7/05

Rev: 7/12 – Conversion to Hay System