



**NORTH DAKOTA
CLASS DESCRIPTION**

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

Class Code(s): 0190

INFORMATION TECHNOLOGY MANAGER

GRADE N

SCOPE OF WORK:

Work involves researching, planning, coordinating, and managing the design, installation, configuration, and maintenance of an agency's computer information technology systems to support its statewide local area networks; legacy and web-based applications; and security, audio/video conferencing, and telecommunications systems including intelligent technology, radio, and electronics. Individuals in positions assigned this classification report directly to the administrator of an agency's information technology division and supervise staff that provides technical support directly or through desktop support and/or a help desk environment.

DUTIES PERFORMED:

- Assess needs and determine operational, technical, and support requirements for computer information technology systems; identify and perform research, cost/benefit analysis, and evaluation of information technology solutions; make recommendations and participate in decision-making process.
- Participate in the agency's information technology strategic planning process.
- Develop, manage, and monitor the work unit's budget; provide input to the development of the agency's information technology budget.
- Plan for and coordinate the design, installation, and maintenance of computer workstations and local area network operating systems; ensure compatibility and effectiveness of the network or systems; diagnose system and network failures and applications and hardware conflicts; monitor network or systems usage and performance; and evaluate for efficiencies.
- Oversee and provide customer or technical support for internal and/or external computer information technology systems.
- Coordinate and resolve data communications and connectivity problems with Information Technology Department.
- Develop goals and objectives for the development of the network; develop standards, policies, and procedures to ensure the integrity of the network or systems, including data security and associated procedures.
- Develop, implement, and maintain security and recovery plans; ensure security of the agency's network and data through exercise of encryption/decryption and other security procedures, analysis of security systems, and monitoring and reporting of security violations.

- Serve as project manager on information technology related projects to include development of project requirements and requests for proposal, meeting with vendors, evaluation of proposals, participating in vendor selection, contract management, and coordination with vendors and users throughout implementation and maintenance.
- Manage the purchase, licensing, and inventory of agency hardware and software.
- Manage assigned staff; develop and implement work standards; implement performance management measures; provide for training of staff; assign work duties as appropriate.

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 an information or telecommunications technology field and five years of work experience that included design, development, and maintenance of large information technology and/or telecommunications systems; or an associate degree in information or telecommunications technology field and seven years of work experience as previously described. Work experience must have included management of staff.

Eff. Date: 3/05

Rev: 4/06 – Revised scope, duties, and minimum qualifications

Rev: 7/12 – Conversion to Hay System