



**NORTH DAKOTA
CLASS DESCRIPTION**

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

Class Code: 0200

DHS INFORMATION TECHNOLOGY SERVICES (ITS) DIVISION
DEPUTY DIRECTOR
GRADE P

SCOPE OF WORK:

Work involves serving as Deputy Director of the Division and leading the ITS information systems planning and services areas, which provide administrative, application integration, and data analytic support across DHS.

DUTIES PERFORMED:

- Maintain general program knowledge of all DHS information systems that support the various business units; detect and direct potential issues with future and current development of systems to avoid duplication or data interface issues.
- Manage day-to-day services and operations of ITS information systems planning and services areas and IT system operations for assigned program divisions; evaluate and implement improvements to ensure efficiency, effectiveness, compliance, and alignment with DHS strategic direction, plans, goals, and objectives and state and federal requirements.
- Collaborate, coordinate, and communicate with agency and ITD staff, vendors, and stakeholders to identify opportunities, business efficiencies, service delivery quality issues, and customer satisfaction.
- Supervise staff and vendor partners; recruit and hire; identify skills; prioritize and assign tasks; resolve conflicts and issues; provide coaching, direction, training, and discipline; conduct staff meetings.
- Prepare agency project business cases and provide project prioritization recommendations during biennial budget preparation process.
- Prepare biennial operating budget for assigned areas; monitor expenditures and provide monthly cashflow projections; communicate budget information to Division and agency management.
- Define annual strategic goals and objectives for assigned areas; identify metrics to measure and monitor goals; report results to executive management; participate in the development and implementation of the Division strategic and operational plans.
- Oversee agency IT strategies, policies, and procedures by evaluating outcomes, identifying problems, evaluating trends, and addressing and implementing mitigation approaches, tactics, and strategies to ensure consistency with overall goals and objectives.
- Serve as the ITS Division Director in his/her absence or when unavailable.

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 an information technology field and eight years of work experience overseeing a large or complex information technology system that included management of staff and a budget; **OR** a bachelor's degree in another field and ten years of work experience as described. Additional qualifications may be required at the time of recruitment.

Eff. Date: 6/14