

MN.IT DIVISION MANAGER 1

KIND OF WORK

Managerial information technology work.

NATURE AND PURPOSE

Under general direction, employees in this class direct the activities of a division in the InterTechnologies Group that is responsible for providing computer services to agency or internal customers. Incumbents direct the overall management, performance, and operations of the work unit, including budget, planning, and technical oversight, share in the responsibilities of the InterTech Management Team, and perform related duties as required.

This classification differs from the InterTech Division Manager 2 classification in that the InterTech Division Managers 1 are more involved in “hands on” service delivery than the InterTech Division Managers 2 and less involved in leading edge technology. Both classifications require coordination of technical/technological applications with that of business management (finance, accounting, cost analysis, planning, etc.).

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Directs the development and implementation of a business plan that analyzes the technical product/service as a business: defining needed financial resources and cost recovery methods, organization of personnel resources, hardware and equipment needs, and assessment of customer market (size, trends, competition, etc.)

Monitor and evaluate support to agency customers, including management support for new systems development, maintenance, or minor or major system modifications.

Direct the development or update of business plans.

Collaborate with other directors on the management team and assist in reaching consensus on major initiatives by providing resources and support as needed.

Direct the budget setting process for the division and ensure timely turnaround of budget items during the rate setting process.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

Knowledge of:

Managerial techniques including planning, organizing, directing, motivating, and evaluating human resources so that staff are used effectively in providing customer assistance and support.

Specialized computer area sufficient to provide leadership for maintaining existing technologies, and evaluating choices for resolving technical problems.

Other areas of computer specialization sufficient to assist in setting overall division direction and cooperate with other division directors in providing services to customers.

Customer businesses and services of user agencies so that strategic direction can be set for research and development to benefit customers.

State policies and practices and federal laws related to budgeting, human resource management, payroll, and contract administration sufficient to direct staff in complying with laws, policies, and contract provisions.

Ability to:

Provide leadership so that resources can be used optimally, goals are clear, and customer satisfaction is high.

Develop and maintain positive working relationships with staff, vendors, consultants, employees within other divisions, and other stakeholders to convey a position on an issue, educate, persuade or obtain information.

Communicate orally and in writing sufficient to convey ideas succinctly and clearly, keep staff and customers informed, give talks to computer specialists and lay audiences, and represent the division in meetings.

Manage and motivate staff in a rapidly changing, highly technical environment.

Handle politically sensitive matters sufficient to gain consensus among stakeholders who have diverse and sometimes conflicting interests.

Est.: 04/19/91

Rev.:

T.C.: 09/01/06

Former Title(s): InterTech Division

Manager 1

OET Division Manager 1