

IT MANAGER - BUSINESS & TECHNOLOGY APPLICATIONS (12235) (31000275)

GENERAL DESCRIPTION OF WORK

Positions in this banded class are responsible for supervisory and managerial work in directing a designated team of computer applications analysts and applications programmers who are engaged in the full range of applications design, maintenance, and programming for several enterprise wide systems. Positions fulfill technical, fiscal, and personnel responsibilities for development teams and the projects in which they engage. This includes organizing, coordinating and directing the activities of these teams, providing leadership in planning, development, implementation, and maintenance of software projects that adapt, enhance, and continuously improve, the University's mission critical business systems. Knowledge of developments and new applications of information technology, emerging technologies and their applications to business processes, and applications and implementation of information systems to meet organizational requirements is required. Positions are responsible for budget oversight and planning, providing direction of work within the unit, and participating in the development of strategic direction for the organization.

CONTRIBUTING

Functional Competency	Examples of Work	Competencies
<p>Technical Knowledge & Leadership</p>	<p>Manages technical projects, which may be of limited scale. Effectively uses available software tools in problem solving and systems analysis. Escalates or seeks out advanced level support to assist when needed. Solutions may involve the identification of trends that develop through trouble-shooting and recommendations for future resolution or the understanding of systems relationships and the development of new processes to improve timeliness and service to customers. Typically recognized for technical expertise. Maintains up-to-date understanding of technical issues in own field. May provide on-the-job training in the techniques or theories required to complete work.</p>	<p>Uses technical understanding to direct and assist staff. Ability to extract and apply core concepts to problem solving. Ability to manage timelines, resources and personnel (internal staff and contractors), and direct implementation efforts to completion. Knowledge of technologies and systems in-place with the capability of supporting these technologies and maintaining relatively stable system environments. Knowledge of available tools used to monitor and assess environment and recommend corrective solutions. Ability to solicit relevant information from customer sufficiently to describe non-routine problems and effectively communicates solution back to customer.</p>
<p>Planning and Organizing</p>	<p>Coordinates project planning for simple or stable technologies. Serves as a productive project team member through timely completion of assigned tasks. Substantively contributes to project meetings. Follows appropriate processes and approvals for projects. Plans and implements the delivery and improvement of services, staffing and resources. Actively provides oversight to work unit. Responsible for operating within established budget. Develops work standards for the unit based on established practices and technological needs. Reviews work progress through daily routine discussions and weekly meetings, ensuring that the proper level of service is being provided to the end user.</p>	<p>Ability to plan the daily or weekly workload to meet work group objectives. Ability to makes\ minor adjustments in methods or procedures. Ability to explain and apply established work rules, standards, guidelines and policies Ability to interact as a productive team member on a project team or manages a project task.</p>

IT MANAGER - BUSINESS & TECHNOLOGY APPLICATIONS (12235) (31000275)

Strategic Development & Program Management	Provides input to strategic planning at the division, unit and service levels with emphasis on integration of new technologies as appropriate. Monitors progress of technology related strategic planning initiatives. Contributes to strategic direction of the organizational unit. Uses appropriate metrics to monitor and enhance performance of the work unit.	Ability to weigh alternatives and consequences to make informed decisions on current operational issues. Ability to gain support of superiors and clients, understand the impact of change and create a positive climate.
Human Resource Function	Monitors staff leave, evaluates work performance and recommends promotion, salary increases, and dismissals. Other major personnel matters are coordinated with supervisor. As part of employee problem resolution and disciplinary action, issues oral and written warnings, counsels staff as needed, and handles serious disciplinary and grievance matters. Assist and coach employees to improve performance. Provides development opportunities for individuals and team to meet their full potential. Resolves minor problems, informal complaints and grievances on an informal basis. May recommend final disciplinary action. Interviews and assesses applicants for jobs. Often done with the assistance of a higher-level manager or director. Monitors work of subordinates and accepts or rejects work based on established work standards.	Ability to understand the strengths and weaknesses of each employee. Ability to identify training needs of staff. Promotes the career path of employees within specified job family.

JOURNEY

Functional Competency	Examples of Work	Competencies
Technical Knowledge & Leadership	Screen and evaluate updates to current technologies. Make recommendations to management about updating technologies. Manages technical projects of varying scale that require latitude in decision and actions. Demonstrates initiative in solving unexpected problems associated with projects.	Thorough knowledge of the processes and concepts involved in computer applications analysis including conceptual design, feasibility studies, work process evaluation, cost assessments for development and implementation, and the full range of applications programming and documentation.
Planning and Organizing	Translates strategic initiatives into annual goals and projects. Evaluates effectiveness of annual goals with on-going strategic initiatives. Responsible for providing project leadership and creating the project implementation plan. This includes project selection, planning, execution and acceptance. Manages the project plan, resources, tasks and milestones to drive the project to completion. Participates in establishing rules, standards, guidelines and policies governing the work process; including quality and quantity of work. Utilizes generally accepted project management practices and methodologies to accomplish the project goals and objectives. Directs the activities of project personnel and oversees other personnel including vendors and consultants toward successful completion of projects. Acts as a liaison between project groups, vendors, staff and others involved in the project life cycle. Resolves project issues while managing	Ability to coordinate project planning for large project installations or enhancements of advanced technologies. Ability to determine applicability to varying work situations and makes needed adjustments. Ability to motivate staff to do quality work on a timely basis, to develop innovative solutions to existing issues/problems, and to identify new technology solutions. Ability to evaluate budget needs and submit suggested priorities based on program objectives and costs.

IT MANAGER - BUSINESS & TECHNOLOGY APPLICATIONS (12235) (31000275)

	<p>expectation and risk. Shares information with appropriate internal/external personnel. Responsible for project staffing, equipment, hardware, software, supply and training needs based on input from project team supervisors. Prepares and submits budget recommendations that reflect project plans/priorities. Provides administrators with periodic resource projections, including cost estimates.</p>	
<p>Strategic Development & Program Management</p>	<p>Provides guidance to development teams in resolving issues that involve cross-team, applications integration. Monitors the activities of development teams to ensure that project-level objectives are focused on meeting the long-term goals of organization and implements the most effective and economical solutions.</p> <p>Provides project overviews and status reports to committees charged with reviewing work in progress. Ensure that project teams follow, and contribute to the continuous improvement of software development and data standards, policies, and best practices.</p>	<p>Ability to influence and impact the technical and business direction of the organization. Ability to review area accomplishments toward organizational objectives in order to maximize operational effectiveness. Ability to analyze appropriate financial and other metrics to make business decisions. Ability to promote change by communicating to and involving others and eliminate ineffective processes that are outdated.</p>
<p>Human Resource Function</p>	<p>Conduct performance reviews and direct the preparation of work plans as required. Review performance evaluations and work plans for all members of the team to ensure that these actions are administered fairly. Evaluate and assess the skill levels of staff and determine training needs based on input from team members. Recommend cost-effective allocations of training resources, aligning these resources with project priorities. Conduct full range of recruitment and hiring activities, making every effort to fill vacant positions with the most-qualified candidates. Make final decisions on recruitment, ensuring that lower level project supervisors are involved in a team-oriented hiring process.</p>	<p>Ability to manage employee's variety of skills necessary to meet future objectives of organization. Ability to resolve formal complaints. Ability to Interview and assess applicants' skills for jobs. Ability to review work of subordinates to assure high quality, quantity and efficient operation, when projects or work tasks are completed. Ability to understand organization's underlying concepts of policies and applies them consistently. Ability to manage resources effectively to provide for employee training and growth.</p>
<p>ADVANCED</p>		
<p>Functional Competency</p>	<p>Examples of Work</p>	<p>Competencies</p>
<p>Technical Knowledge & Leadership</p>	<p>Researches new technology and keep abreast of new technology to refine goals that best meet the needs of the user to include:</p> <p>Prepares and presents detailed development and /or implementation plans for projects and monitors project status. Directs research and develop new technologies. Screens and evaluates feasibility for organizational needs. Translates organizational technical goals into operational plans. Enhances enterprise's capabilities through acquisition and application of new technologies.</p>	<p>Ability to interpret complex financial and operational reports and explain complex business processes and technological functions and dynamics to persuade or convince policy-making bodies of the appropriate resource and technology for automated solutions.</p> <p>Ability to provide technical leadership on various committees and task forces to address audits, disaster recovery, federal regulations, and security.</p>

IT MANAGER - BUSINESS & TECHNOLOGY APPLICATIONS (12235) (31000275)

Planning and Organizing	Coordinates long-term project planning for large research/development projects. Makes significant changes in the organizational structure, methods and procedures to respond to new goals and programs. Plans for utilization of staff, space, equipment and other resources. Ensures the development of internal policies and procedures. Develops or ensures the development of, and gives final approval to rules, standards, guidelines and policies governing quality and quantity of work.	Ability to determine\ applicability in controversial or precedent setting situations. Ability to determine budget needs and recommend, with significant influence, priorities based on program mission, costs and projected revenues; has authority for significant decisions on fund transfers.
Strategic Development & Program Management	Defines business strategies and contributes to the enterprise's vision. Establishes goals, determines needs. Incorporates a broad range of internal and external factors when solving problems and making decisions. Recognizes strategic opportunities for success. Weighs alternatives and consequences to make informed decisions on long-term operational issues.	Ability to demonstrate vision and ability to proactively plan, implement, and forecast for organizational and/or enterprise success. Ability to evaluate organizational readiness and capacity for change and adjusts accordingly. Ability to continuously refine goals to ensure the use of the most effective technology. Ability to communicate plans with current and potential project stakeholders, campus wide. Ability to prepare comprehensive project plans that encompass the entire software development life cycle.
Human Resource Function	Recruits, hires and supervises staff and directs the development, enhancement, and maintenance of workflow processes and application support for a diverse group of entities. Involves managers and staff in the development and establishment of long and short-range goals and priorities for the department, including the development and maintenance of corresponding policies and procedures. May facilitate growth and development of managers and other supervisors. Takes actions on disciplinary recommendations including suspension and recommends dismissals. Reviews accomplishments to assure that program missions and goals are being met. Conducts final review for most difficult, controversial or sensitive work. Ensures subordinate managers understand concepts related to the organization's policies.	Ability to provide coaching, conducting annual performance reviews, and managing total skill set of unit. Actively seeks resources and opportunities for employee training and growth. Ability to determine staffing needs and motivational techniques to build and maintain a productive and cohesive team. Ability to provide feedback and mentoring of staff to help them meet future goals and expectations.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

- Bachelor's degree in Computer Science, Computer Information Systems, Computer Engineering, Math, Engineering or other related technical degree from an appropriately accredited institution and four years progressive experience in the field of information technology including at least two years of experience in Business and Technology Applications related work; or
- Bachelor's degree from an appropriately accredited institution and five years progressive experience in the field of information technology including at least two years of experience in Business and Technology Applications related work; or an equivalent combination of education and experience.
- Advance level requires an additional year of education and experience

SPECIAL NOTE

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This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions. Ability to create and maintain collegial working relationships with customers and co-workers, contribute to a positive and inclusive work environment, and serve as a productive team member is expected in all positions.