

Career Service Authority

Information Technology Division Director

Revised Date
Revised By Jim Servold
FLSA Code Exempt
Est. Date 12/16/00

General Statement of Duties

Manages and directs the operations of an information technology division in a large Charter Department.

Job Responsibilities and Knowledge, Skill, and Ability Requirements

1. Identifies, formulates and directs the long- and short-range information technology priorities, goals, objectives and requirements for the division and the department.
 - *Skill in analyzing work function and developing methodologies to ensure effective completion of the work assignment.*
 - *Skill in exercising a high degree of initiative, judgement, discretion and decision making to integrate organizational priorities, meet deadlines and achieve objectives.*
2. Directs the development of the division budget, and recommends and controls budgetary expenditures and allocation of resources for the division.
 - *Knowledge of budgeting procedures and requirements sufficient to be able to administer a budget to accomplish division objectives.*
3. Implements and interprets policies and procedures developed by higher level managers for the assigned division and recommends establishment or modification of policies and procedures.
 - *Skill in developing and implementing policies and procedures relative to the work assignment.*
4. Delegates responsibility and authority to subordinate supervisors and staff.
 - *Knowledge of supervisory principles and practices sufficient to be able to delegate responsibility and assignments to subordinate personnel.*

5. Resolves operational and procedural problems consistent with organizational directives and addresses other concerns as directed or necessary.
 - *Skill in developing techniques and methodologies to resolve unprecedented problems or situations.*
 - *Skill in utilizing the principles and practices of effective and persuasive communication to elicit information, negotiate problem resolution, influence and solicit cooperation and seek and obtain support for various programs or policies.*
6. Develops, recommends, and implements staff training and development programs which provide opportunities for individual employee growth, continuity of work flow during employee absences, and long-range development of employees.
 - *Knowledge of employee development principles and practices sufficient to be able to ensure the long-range success of the organization by incorporating cross training, delegation, mentoring, job specific training, and other principles into the daily work of the organization.*
7. Directs the development of performance evaluation standards for the division or functions assigned within the guidelines set by management. Formally evaluates the work of directly subordinate supervisors and staff.
 - *Knowledge of supervisory principles and practices sufficient to be able to establish and implement subordinates' performance evaluation programs.*
8. Interviews and selects staff reporting directly to this position and assists with other interviews as necessary.
 - *Knowledge of interviewing techniques sufficient to be able to select and hire appropriate personnel for positions or approve recommendations for subordinate supervisors.*
9. Authorizes response to employee grievance and disciplinary actions for the division and contributes to the establishment of organization policy regarding discipline.
 - *Knowledge of supervisory principles and practices sufficient to be able to determine the most appropriate course of action in handling grievances and discipline for subordinate staff.*
10. Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed, nor do the listed. However, the allocation of positions to this class will be determined by the amount of time spent in performing the primary duties listed above.

Job Requirements

Level of Supervision	Supervises 2 or more subordinate professional information technology supervisors.
Guidance and Decision Making	Guidelines are generally in the form of stated objectives only, with issues and factors largely undefined. Requires creativity and ingenuity in devising criteria, techniques and methodologies for approaching previously unexplored or unresolved problems or situations. Work assignment is generally unstructured and employee is responsible for supervising a variety of units involved in complex and nonstandardized tasks in which several projects may be pursued concurrently. Duties performed involve many factors to be evaluated and weighed, requiring a high degree of analytical ability, judgment and decision making. Work may be reviewed for soundness of judgement and conclusions by an agency manager.
Interpersonal Communications	Contacts where the exchange of information, support, influence, and cooperation may have a very significant impact on the programs and policies of the organization
Physical Demands	Sitting: Remaining in the normal seated position. Lifting: Raising or lowering an object from one level to another. Handling: Seizing, holding, grasping or otherwise working with hand(s). Fingering: Picking, pinching or otherwise working fingers. Talking: Expressing or exchanging ideas by means of spoken words. Hearing: Perceiving the nature of sounds by the ear.
Vision Requirements	Near Acuity: Ability to see clearly at 20 inches or less. Accommodation: Ability to adjust vision to bring objects into focus. Color Vision: Ability to distinguish and identify different colors.
Mental Demands	Mathematical Reasoning Memorization Oral Comprehension Spatial Orientation Written Comprehension
Working Conditions	Subject to many interruptions. Subject to long irregular hours.

Pressure due to multiple calls and inquiries.

Minimum Education

Baccalaureate Degree in Business Administration, Public Administration, Computer Information Systems, Computer Science, Mathematics or a related field.

Minimum Experience

Three years of experience supervising professional information technology employees, which must have included responsibility for operation and administrative functions.

Equivalency

Additional appropriate education may substitute for one year of the minimum experience requirement.

Licensure and Certification

Completion of the Career Service Authority supervisory training course prior to completion of the probationary period.