

**Career Service Authority**  
**Information Technology Section Manager**

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

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***General Statement of Duties***

Directs and supervises the operations of multiple information technology sections supporting multiple environments, applications and/or operating systems including software development and/or network/system administration.

***Job Responsibilities and Knowledge, Skill, and Ability Requirements***

1. Supervises subordinate supervisors and professional information technology staff within sections in order to achieve sections' objectives and goals.
  - *Knowledge of supervisory principles and practices sufficient to be able to delegate work and responsibility appropriately.*
2. Delegates responsibility and authority of operational functions to subordinate supervisors.
  - *Skill in coordinating work efforts including delegation of responsibility.*
3. Ensures that work functions, programs and projects remain consistent with objectives and policies and initiates proposals for changes in functions, procedures, priorities or goals.
  - *Skill in analyzing work functions and developing methodologies to ensure effective and efficient completion of work assignment.*
4. Resolves problems encountered by subordinate supervisors.
  - *Skill in identifying problematic situations related to procedures and implementing changes to correct situations.*
5. Directs the development of the Performance Enhancement Program (PEP) for the sections, develops PEP for unit supervisors and formally evaluates the work performance of subordinates with direct and indirect reporting relationships.
  - *Knowledge of supervisory principles and practices sufficient to be able to establish and implement subordinates' performance evaluation programs.*

6. Resolves formal and informal grievances and conducts preliminary discussions for settlement when necessary.
  - *Knowledge of conflict resolution techniques sufficient to be able to arbitrate and/or resolve conflicts as they arise.*
7. Initiates disciplinary action for employees when necessary and assists lower level supervisors with discipline problems as needed.
  - *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.*
8. Develops and implements staff training and development plans to provide cross training of employees, specific job related training, and other approaches to provide opportunities for staff flexibility and development.
  - *Skill in applying the principles of staff development to provide for staff training and cross training.*
9. 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 recommendation from subordinate supervisors.*
10. Manages the budget for the sections and allocates funds within the budget to accomplish sectional and organizational objectives.
  - *Knowledge of budgeting procedures and requirements sufficient to be able to administer a budget to accomplish objectives.*
11. Performs other related duties as assigned or requested.

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*Any one position may not include all of the duties 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.*  
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## ***Job Requirements***

### **Level of Supervision**

Supervises two or more first level 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 of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment are required in carrying out 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 works.  
Hearing: Perceiving the nature of sounds by the ear.

**Physical Strength**

Lifting: Raising or lowering an object up to 20 pounds.

**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.

<b>Minimum Education</b>	Baccalaureate Degree in Business Administration, Public Administration, Computer Information Systems, Computer Science, Mathematics or a related field.
<b>Minimum Experience</b>	Three years of professional IT experience which must include one year of supervisory experience.
<b>Equivalency</b>	Additional appropriate education may substitute for one year of the minimum experience requirement.
<b>Licensure and Certification</b>	Completion of the Career Service Authority supervisory training course prior to completion of the probationary period.