IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

INFORMATION TECHNOLOGY ADMINISTRATOR 1

DEFINITION

Supervises, directs and coordinates the activities of an information technology staff for a section, unit or institution in the support of computer network operations or the design and development of information systems applications; performs related work as required.

> **The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

WORK EXAMPLES

Supervises and evaluates the work of a subordinate staff; effectively recommends personnel actions related to selection, disciplinary procedures, performances, leaves of absence, grievances, work schedules and assignments, and administers personnel and related policies and procedures.

Plans, coordinates and directs the activities of a subordinate staff engaged in operating a computer system, related peripheral equipment, data entry devices, and in controlling document and record distribution.

Develops long range plans for the unit considering work methods, scheduling of priorities, and capabilities of equipment to produce desired results efficiently and effectively; informs higher level administrator of recurring or projected resource and capacity problems for planning purposes and corrective actions; recommends acquisition of new equipment as required.

Maintains records and prepares reports of production, equipment operation, and downtime; orders and regulates the use of all supplies used in computer operations and in data entry.

Reviews finished products of computer and data entry operations to ensure conformance with established quality and operational standards.

Devises techniques for improving productivity of personnel and equipment resources.

Establishes and enforces standards for controlling workflow and integrity of data through the production processes and for ensuring quality of production work and security of materials, equipment, and files located within the facility.

COMPETENCIES REQUIRED

Knowledge of the operation of current electronic digital computers and related peripheral equipment.

Knowledge of the functional characteristics of information technology processing equipment.

Knowledge of supervisory principles and techniques.

Knowledge of basic information technology principles, practices and theory.

Knowledge of operating systems.

Knowledge of telecommunications.

Knowledge of computer software.

Knowledge of computer programming languages.

Ability to schedule work within machine availability factors in order to achieve maximum personnel and equipment utilization.

Ability to plan, organize, control and effectively supervise the work of subordinates.

Ability to coordinate operations activities in accordance with other agency information technology functions.

Ability to use initiative and judgment in order to effectively work in a team environment.

Ability to maintain self-control when confronted with emergency, critical or unusual situations.

Ability to adapt to frequent changes in the work environment so an adequate workflow can be maintained.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Follows policy and cooperates with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from an accredited four-year college or university and experience equal to four years of full-time professional work which involved project oversight of systems analysts, systems programmers, computer programmers and computer operators;

<div align="center">OR</div>

an equivalent combination of education and experience substituting the equivalent of six months of full time work experience in the development of computer applications or maintaining computer software systems for each year of the required education to a maximum substitution of two years;

<div align="center">OR</div>

substitution of one year (thirty semester or equivalent hours) of graduate level course work in Computer Science or Management Information Systems for one year of the required work experience to a maximum substitution of one year;

<div align="center">OR</div>

employees with current continuous experience in the state executive branch that includes experience equal to eighteen months of full time work as an Information Technology Specialist 4;

<div align="center">OR</div>

employees with current continuous experience in the state executive branch that includes experience equal to nine months of full time work as an Information Technology Specialist 5.

Effective Date: _____04/06_____ DF