

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

Information Technology Administrator 3

Definition

Supervises directs and coordinates the activities of an information technology staff by conducting strategic and operational planning activities and several phases of information technology management services including application development and database management, business analysis, systems and network administration, technical training and reporting, IT vendor and purchasing management, project management, product management, system testing and quality assurance, mainframe and platform administration, and/or information technology security; performs related work as required.

The work examples and competencies listed below 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 subordinates; recommends personnel actions related to selection, disciplinary procedures, performance, leaves, grievances, work schedules, and assignments; administers personnel policies and procedures.

Ensures completion, through subordinate managers, information technology enterprise experts, and/or senior technical staff, of a strategic plan for information systems which reflect the business requirements of the organization, the architecture under which information system responsibilities are to be completed, and the process for completing the planning and operational implementation of the information system.

Completes regular interaction with end users and management personnel on the requirements of customers for information system developments, forecasts change in the level of service requirements and identifies areas where information system improvements are required to ensure adequate data security, recovery and audit potential.

Coordinates the completion of the information systems budget for a broad function/technology information management organization or for one component of a broad function/technology information management organization by reviewing agency priorities, current resources and the staffing equipment plans submitted by subordinate managers.

Approves plans submitted by subordinate managers or senior technical staff for acquisition of hardware and software resources to accomplish improvement through application of technology.

Reviews and approves operational plans and resource allocation plans submitted by subordinate managers or senior technical staff to ensure the efficient accomplishment of information management responsibilities.

Ensures agency-wide compliance with the information security plan, conducts a regular review of the disaster recovery plan, and ensures compliance with all federal and state standards regarding data security.

Ensures the regular operational performance evaluation of all phases of the agency information systems.

Leads and fosters cooperation on a statewide level of initiatives designed to foster efficient and cooperative use of technology on an enterprise-wide level.

Provides information to agency management, state policymakers, and information management professionals in both the public and private sector regarding the activities occurring in the agency relative to information system management.

Competencies Required

Knowledge:

- Law and Government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Computers and Electronics – Circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- Engineering and Technology – Practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.
- Customer and Personal Service – Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Mathematics – Arithmetic, algebra, geometry, calculus, statistics, and their applications.
- Telecommunications – Transmission, broadcasting, switching, control, and operation of telecommunications systems.
- Administration and Management – Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Public Safety and Security – Relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- Administrative – Administrative and office procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and workplace terminology.

Abilities:

- Law and Government – Understand and adhere to applicable laws, legal codes, administrative rules, and regulations.
- Clerical – Maintain complex clerical records.
- Written Expression – Communicate information and ideas in writing so others will understand.
- Written Comprehension – Read and understand information and ideas presented in writing.
- Speech Clarity – Speak clearly so others can understand.
- Speech Recognition – Identify and understand the speech of another person.

- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning – Combine pieces of information to form general rules or conclusions.
- Information Ordering – Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Problem Sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Flexibility of Closure – Identify or detect a known pattern (a figure, object, word, or sound) that is hidden in other distracting material.
- Category Flexibility – Generate or use different sets of rules for combining or grouping things in different ways.
- Fluency of Ideas – Come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).

Skills:

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
- Speaking – Talking to others to convey information effectively.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Negotiation – Bringing others together and trying to reconcile differences.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Service Orientation – Actively looking for ways to help people.
- Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Systems Analysis – Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Troubleshooting – Determining causes of operating errors and deciding what to do about it.
- Programming – Writing computer programs for various purposes.
- Time Management – Managing one's own time and the time of others.

- Management of Personnel Resources – Motivating, developing, and directing people as they work, identifying the best people for the job.

Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Graduation from an accredited four-year college or university with a degree in any field, and experience equal to seven years of full-time work experience in application development and database management, business analysis, systems and network administration, technical training and reporting, IT vendor and purchasing management, IT project management, IT product management, system testing and quality assurance, mainframe and platform administration, and/or information technology security, which included three years of management experience.
- 2) All of the following (a, b, and c):
 - a. One year of full-time work experience in application development and database management, business analysis, systems and network administration, technical training and reporting, IT vendor and purchasing management, IT project management, IT product management, system testing and quality assurance, mainframe and platform administration, and/or information technology security; and
 - b. Two years education from an accredited college or university with coursework in any field; and
 - c. Seven years of full-time work experience in application development and database management, business analysis, systems and network administration, technical training and reporting, IT vendor and purchasing management, IT project management, IT product management, system testing and quality assurance, mainframe and platform administration, and/or information technology security, which included three years of management experience.
- 3) All of the following (a, b, and c):
 - a. Six years of full-time work experience in application development and database management, business analysis, systems and network administration, technical training and reporting, IT vendor and purchasing management, IT project management, IT product management, system testing and quality assurance, mainframe and platform administration, and/or information technology security, which included three years of management experience; and
 - b. Graduation from an accredited four-year college or university with a degree in any field; and
 - c. A total of one year of graduate-level education, where twenty-four semester hours of accredited graduate college or university coursework in computer science or management information systems equals one year.
- 4) Current, continuous experience in the state executive branch that includes three years of full-time work as an Information Technology Specialist 4.
- 5) Current, continuous experience in the state executive branch that includes two years of full-time work as an Information Technology Specialist 5 or Information Technology Administrator 1.

- 6) Current, continuous experience in the state executive branch that includes one year of full-time work as an Information Technology Enterprise Expert or Information Technology Administrator 2.

Effective date: 02/26 SA