

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

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 information systems planning, application design and development and the development, operation and support of computer networks and related services with major impact on a substantial client base; 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.

Insures the completion, through subordinate managers and/or senior technical staff of, a strategic plan for an agency's information system which reflects the business requirements of the organization, the architecture under which information system responsibilities are to 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 changes in the level of service requirements and identifies areas where information system improvements are required to insure 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 insure the efficient accomplishment of information management responsibilities.

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

Insures 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 policy makers 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 of current information technology management theories and practices.

Knowledge of supervisory principles and techniques.

Knowledge of current hardware and software capabilities used in the employing department.

Knowledge of the methods and techniques involved in the completion of information system planning including security administration, capacity planning and cost benefit analysis of alternative techniques.

Knowledge of business and management practices and procedures as used in the employing department.

Knowledge of computer programming languages.

Ability to make informed, logic based decisions relating to the establishment of information technology system priorities within the agency and the allocation of required resources.

Ability to complete reliable short term and long term forecasts of budgetary requirements for information technology system resources.

Ability to integrate the work of subordinate supervisory and technical staff into the agency information technology program.

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

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

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 seven years of full-time professional work in information technology systems management which included three years of management experience in the area of application design and development or three years in managing professional staff engaged in the installation and operation of mainframe equipment;

OR

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 or computer operations for one year of the required education to a maximum substitution of two years;

OR

substitution of one year (thirty semester of 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;

OR

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

OR

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

OR

employees with current continuous experience in the state executive branch that includes experience equal to two years full time work as an Information Technology Administrator 1;

OR

employees with current continuous experience in the state executive branch that includes experience equal to one year full time work as an Information Technology Administrator 2.

Effective Date: 04/06 DF