

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼  
HUMAN RESOURCES ENTERPRISE

## INFORMATION TECHNOLOGY ADMINISTRATOR 2

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### DEFINITION

Supervises, directs and coordinates the activities of an information technology staff in the performance of a variety of application design and development and/or information systems operations and support with a limited 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.

Participates with other information systems manager's or the agency management team in the development of an agency strategic information plan by identifying and researching alternative technologies, evaluating current staff and technical resources and identifying alternatives for addressing business objectives.

Completes capacity planning required for agency information technology needs and recommends equipment acquisitions to management, forecasts changes in level of service requirements and identifies areas where information system improvements are required to insure adequate data security, recovery and audit potential.

Participates with end users and management in the identification and evaluation of information system requirements and develops plans to insure the completion of these activities.

Coordinates the completion of the information systems budget for an information management organization or for one component of a major information management organization.

Coordinates the acquisition of approved hardware and software including the planning for migration, installation and staff training.

Develops plans for the completion of major applications, assists senior information systems specialists or information systems administrators in the interpretation of business requirements and evaluation of technical decisions relating to the operating environment.

Insures the completion of technical training program to insure adequate skills in use and implementation of relevant technology.

Plans, schedules and controls the work assignments of a subordinate staff in one or more phases of the agency's information system responsibilities to insure the completion of these activities in a timely and effective manner.

Insures compliance with the agency information security plan which insures the adequate security of information and equipment resources.

Participates in statewide and inter-agency information systems initiatives designed to foster efficient and cooperative information systems functioning on an enterprise wide level.

Provides technical staff, end users and agency management information regarding the status of planned projects, ongoing operational responsibilities and emerging technologies.

### COMPETENCIES REQUIRED

Knowledge of current information technology management theories and practices.

Knowledge of management and supervisory principles and techniques.

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

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

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

Knowledge of computer programming languages.

Ability to make informed, logic based decisions relating to the establishment of information technology system priorities within the department.

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.

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 six years of full-time professional work in information technology systems management which included two years of management experience in information technology;

OR

an equivalent combination of education and experience substituting the equivalent of six months of full time work experience in information technology 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 thirty months 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 eighteen months 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 one-year full time work as an Information Technology Administrator 1.

Effective Date: 04/06 DF