

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

Technology Account Manager

Definition

Provides information technology liaison services and business process oversight for services delivered by the Office of the Chief Information Officer (OCIO) to customer agencies and serves as a customer representative for one or more agencies in statewide technology governance processes; 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

Monitors and supports the agency's delivery experience, technology, strategic planning, and financial oversight of IT to ensure IT services are ordered and fulfilled in a timely and efficient manner.

Serves as liaison between the OCIO and agency leadership to include participating in leadership meetings. Serve as desired on agency leadership teams

Provides advice to agency leadership teams and other staff on information technology strategy, investment, and oversight. Serves as a key representative of the OCIO to ensure agencies receive high quality service.

Establishes processes to prioritize Agency IT spending. Assists with agency IT financial planning and EDAS bill interpretation.

Ensures services provided by the OCIO are consistent with the expectations of customer agencies. Provides OCIO executive leadership team with status on overall performance of IT services and alignment with agency expectations

Provides customer relationship management services to include assistance fulfilling information technology orders, establishing service levels agreements, and developing a portfolio of agency business needs and requirements.

Works directly with agency leaders to understand the mission and vision of the agency. Conducts routine planning and relationship building sessions with key agency staff.

Facilitates technology oversight sessions with agency representatives.

Serves as a participant in statewide technology services and represents the agency in statewide governance processes.

Submits agency IT projects for review and approval by information technology governance groups.

Coordinate agency impacts related to information technology maintenance windows, outages, upgrades, migration and transformation

Coordinate agency participation in new and emerging enterprise IT innovation projects

Competencies Required

Knowledge:

- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- Computers – Computer hardware and software, including applications and programming.
- 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.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Mathematics – Arithmetic, algebra, geometry, calculus, statistics, and their applications.
- Personnel and Human Resources – Principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations, and negotiation.
- Communications and Media – Media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Abilities:

- Written Expression – Communicate information and ideas in writing so others will understand.
- Speech Recognition – Identify and understand the speech of another person.
- Speech Clarity – Speak clearly so others can understand you.
- 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).
- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression – Communicate information and ideas in speaking so others will understand.
- 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.

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.

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 management information systems, business, public administration, law, engineering, or computer science and experience equal to five years of full-time work in information technology (infrastructure administration, project management, business systems analysis, service delivery, or software programming), program management, customer account management, financial analysis or management, or business management.
- 2) The equivalent of nine years of full-time work experience, as described in number one.
- 3) A combination of nine years of education and full-time work experience (as described in number one), where thirty semester hours of accredited college or university course work equals one year of full-time work experience.

Effective date: 2/15 SA