

DIRECTOR OF INFRASTRUCTURE OPERATIONS**NATURE OF WORK**

Under administrative direction, performs highly responsible and complex operational work directing and coordinating financial, administrative and support functions associated the state's technical infrastructure. Responsible for the centralization, standardization, consolidation and integration of the state's technical infrastructure, specifically the distributed server environment, enterprise storage and the state's local and wide area networks, including all information transport (voice data and video). Manages complex, varied, and dynamic operations, policy, work processes, and regulatory requirements. Work requires in-depth analysis and interpretation of theory, principles, practices, and regulations of a professional or administrative field. Supervises managerial, professional, financial, technical and clerical employees. The scope of responsibility includes planning the operations and procedures of the unit; directing the work of employees; developing employees; evaluating agency operations; developing budget needs; researching new procedures and improvements; interpreting statutes, regulations, and policies. Performs related work as required.

EXAMPLES OF WORK

Plans, develops and executes through managerial, professional, technical, and clerical staff, both strategic and tactical work plans of considerable complexity in support of the state's technical infrastructure.

Directs the daily operations of the staff.

Develops and implements operating procedures within regulatory and statutory guidelines; develops and approves forms and procedures.

Renders decisions in unusual or priority situations; consults with Chief Technology Officer in reviewing same.

Evaluates the operations and procedures of the unit for efficiency and effectiveness.

Recommends the selection and assignment of staff; conducts interviews and background evaluations for prospective employees.

Determines the need for training and staff development and provides training or searches out training opportunities.

Develops the section and division program and administrative budget.

Ensures timely audit and payment of state expenses associated with distributed computing, storage and telecommunications.

Researches professional journals, regulations, and other sources for improvements to agency and unit programs and procedures.

Directs the compilation of a variety of data related to the operations of the agency.

DIRECTOR OF INFRASTRUCTURE OPERATIONS (CONT'D)**EXAMPLES OF WORK (CONT'D)**

Interacts effectively with national and state officials on the granting and use of federal funds for program and administrative needs.

Interprets statutes, regulations and policies to staff, other managers, and the public.

Prepares reports reflecting the operational status of division programs.

Participates in national, state and local conferences and meetings.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of technologies, specific to networking, computing and storage.

Knowledge of the organization and program of the division or department.

Knowledge of the principles and techniques of management, including organization, planning, staffing, training, budgeting, and reporting.

Knowledge of state government organization, programs and functions.

Knowledge of federal and state legislative processes.

Knowledge of federal, state, and local government relationships as they relate to the program, mission and operations of the agency.

Ability to plan, direct and coordinate program and administrative activities.

Ability to manage others.

Ability to evaluate operational situations, analyze data and facts in preparation for administrative and policy decisions.

Ability to establish and maintain effective working relationships with other government officials, employees and the public.

Ability to present ideas effectively, both orally and in writing.

MINIMUM QUALIFICATIONS

TRAINING: Graduation from an accredited four-year college or university with a degree in the area of assignment.

SUBSTITUTION: Associate Degree in information technology, business administration, public administration, computer science/management, or related field, from an accredited two-year college, plus two years of supervisory experience in an information technology environment may be substituted for the required training.

EXPERIENCE: Seven years of full-time or equivalent part-time paid administrative or supervisory experience in the area of assignment.

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DIRECTOR OF INFRASTRUCTURE OPERATIONS (CONT'D)

MINIMUM QUALIFICATIONS (CONT'D)

SUBSTITUTION: Graduate training in an appropriate field may be substituted for the required non-administrative experience on a year-for-year basis.

PROMOTIONAL ONLY: Additional information technology experience can substitute for the required training on a year-for-year basis.

Establish: 7/21/05

Effective: 8/1/05