INFORMATION SYSTEMS MANAGER 1

Nature of Work
Under administrative direction, performs full-performance level administrative and supervisory duties directing the data processing operations of a smaller agency system or as a first level or specialty function administrator in a large, comprehensive data processing program. Specific unit activities include systems or applications programming, or computer operations in addition to distribution; schedules work and sets unit priorities for the most efficient utilization of equipment and personnel. Resolves equipment problems and coordinates system usage by agency personnel. Provides advice and assistance to management. Performs related work as required.

Distinguishing Characteristics
Information Systems Manager 1 is distinguished from Information Systems Manager 2 by the specific unit activities in the State's central data facility; work is in an area with a discrete function. In a state agency, the Information Systems Manager 1 is responsible for overseeing the work of a staff involved in programming, computer operations, or support services including LAN management, network support, and personal computer support (both hardware and software).

Examples of Work
Organizes, assigns, directs and reviews the work of a small group of professional or technical personnel in the operation of an agency data processing function.
Supervises programming or computer operations.
Plans work schedules and set priorities to make the most efficient use of available personnel and equipment.
Analyzes agency operations and determines feasibility and cost of conversion from manual to electronic records management or conversion from one automation platform to another.
Analyzes and establishes data processing unit procedures and work standards; sets standards for equipment maintenance and troubleshooting.
Advises staff and coordinates the resolution of hardware and software problems.
Directs the design, development and implementation of new systems and new applications; reviews system expansion proposals and recommends the purchase of new equipment; may develop equipment specifications proposals or new system evaluation standards; may coordinate the installation of new equipment.
Knowledge, Skills and Abilities

Knowledge of the uses and potentials of modern data processing equipment and their respective advantages and limitations.
Knowledge of state purchasing rules and guidelines in order to write, evaluate and negotiate equipment and software procurement.
Ability to work effectively with users, data processing personnel, and vendor representatives in resolving equipment and operations problems.
Ability to prepare and present written and oral reports on equipment utilization and individual and group performance characteristics.
Ability to plan and supervise the activities of paraprofessionals or technical personnel.
Ability to devise work and production schedules to meet user requirements as well as modify these same schedules to meet changing demands on personnel and equipments in emergency situations.
Ability to work effectively with agency officials and the general public.
Ability to communicate effectively, orally and in writing.
Ability to evaluate equipment and operational problems and working with technicians to identify problems and formulate solutions.

Minimum Qualifications

TRAINING Graduation from an accredited four-year college or university.
SUBSTITUTION Additional experience as described below may substitute for the above training on a year-for-year basis.
EXPERIENCE Three years of full-time or equivalent part-time paid experience in computer programming, office automation planning, purchasing and implementation of hardware and software, teleprocessing, system analysis, or supervision of computer operations.
SUBSTITUTION A major in computer science may substitute for one year of required experience.

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