

INFORMATION SYSTEMS MANAGER 2**Nature of Work**

Under administrative direction, performs advanced level administrative and supervisory duties directing the data processing operations of a medium sized or larger agency with a comprehensive, full-range data processing function. May also include specialty administrators in the State's central facility departments with multi-faceted and well-developed data processing functions. Activities supervised include: application programming, computer operations, support services, personal computer support or system development. Directly, or through lower level supervisors, 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 higher level management. Performs related work as required.

Distinguishing Characteristics

Information Systems Manager 2 is distinguished by the broad base of unit activities supervised. In the state central data facility, work is in an area of computer service with a large scope of duties which impact on the planning, purchasing, and implementation of user agency systems. In a state agency, Information Systems Manager 2 is responsible for overseeing a staff involved in programming, or system development in addition to distribution, coordination, and/or support services including LAN management, network support, personal computer support (both hardware and software); the staff encompasses several units involved in separate agency program function.

Examples of Work

- Organizes, assigns, directs and reviews the work of a 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/or cost of conversion from manual to electronic records management or conversion from one automation platform to another.
- Analyze 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.

INFORMATION SYSTEMS MANAGER 2 (CONT'D)**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.
- Knowledge of the principles underlying computer operations, modern business methods and procedures, concepts of process flow charting and evaluation, and appropriate business recovery principles and requirements.
- Ability 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 a unit of data processing 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** Four 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.

Established: 3/21/96
Effective: 7/16/96