

INFORMATION SYSTEMS MANAGER 3**Nature of Work**

Under administrative direction, performs advanced level administrative and supervisory duties in directing the data processing operations within State agencies with comprehensive, full-range data processing functions or in the state central data facility oversees a specialized unit or several units providing statewide services. Activities supervised include: application programming, program design, computer operations, network support or system development. Directly, or through lower level supervisors, schedules work and sets agency-wide data priorities and provides for the most efficient utilization of equipment and personnel. Fully responsible for hardware and software problem resolution and the coordination of system usage by agency personnel. Provides advice and assistance to top management. Performs related work as required.

Distinguishing Characteristics

Information Systems Manager 3 is distinguished from the other levels by the oversight of several units of professional, paraprofessional, technical and supervisory staff such as programming, support service including LAN management, network support (both hardware and software) or data center management. In the larger state agencies, Information Systems Manager 3 is responsible for overseeing the work of a broad scope of an agency's information systems staff and reports directly to the agency's Management Information System Director. The incumbent has wide latitude in the planning and implementation of agency-wide automation needs. In the state central data facility, Information Systems Manager 3 is responsible for consulting services, development center, automation resource center, network services, operations center as examples.

Examples of Work

Organizes, assigns, directs and reviews the work of a group of professional or technical personnel in the operation of a large and comprehensive agency data processing function.

Supervises programming, computer operations, or computer support activities.

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.

May assist management in special studies requiring computer data collation and analysis.

INFORMATION SYSTEMS MANAGER 3 (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 the principles underlying computer operations, modern business methods and procedures, concepts of process flow charting and evaluation, and appropriate business recovery principles and requirements.
- Knowledge of state purchasing rules and guidelines in order to write, evaluate and negotiate equipment and software procurement.
- 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 Six 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