

POSITION DESCRIPTION**MANAGER- INFORMATION TECHNOLOGY**

Information Technology Services
Office of Executive Director
Region Ten Community Services Board

CLASSIFICATION TITLE: INFORMATION TECHNOLOGY MANAGER

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA exempt position. The Information Technology Manager is responsible for planning, evaluating, upgrading, and implementing the technology infrastructure at Region Ten in conjunction with the Director of Systems Operations. The performance of duties requires analysis of facts and determining action based on the practical application of current technology methods. The incumbent must combine strong analytical skills and problem-solving abilities with project management skills. Must display excellent interpersonal skills when meeting the needs of senior management, technical personnel and end-users. A high level of customer service is to be exhibited in all interactions with outside contacts, staff and colleagues. The ability to work independently on long- projects, seeing them to completion, is required.

The essential functions of this job are starred below (*) under “Major duties.”

MAJOR DUTIES:

1. Provides guidance to the systems, programming, and operation staffs in the solution of hardware/software related problems.
2. Directs or participates in the development of documents for service requests.
3. Directs the investigation and analysis of computer equipment and related software.
4. Maintains awareness of emerging technologies and project management techniques.
5. Provides leadership and direction to the functional team so that tasks and activities are coordinated for project scope control, quality control, communication management, change control management, risk management and issue management.
6. Develops, establishes, and oversees project prioritization process that contributes to the MDTMB Call for Projects.
7. Establishes and monitors program priorities, objectives, and procedures, determining area objectives, targets of service, and resource needs allocation.
8. Manages and oversees large, long range, or multiple complex projects.
9. Develops project scope, cost estimates, human resource requirements, work plans, time schedules, communication plans, and makes work assignments to meet project or program objectives.
10. Develops and maintains records, prepares reports, and composes correspondence relative to the work.
11. Serves as a liaison between the MDTMB and the customer/users concerning requests, standards, and other program and project matters.
12. Design and develop the configurations to be deployed on systems using the approved solution assessment to meet customer requirements.
13. Manages and oversees work request process.
14. Coordinates work activities by scheduling staff assignments, setting the work priorities, and directing the work of assigned employees, (including contractual) in the development of new information technology systems and enhancements to existing systems.
15. Identifies staff development and training needs and ensures that training is obtained, when necessary.

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16. Establishes configuration management practices and ensures that configuration audits are conducted.
17. Other duties as assigned.

ADMINISTRATIVE PERFORMANCE EVALUATION STANDARDS

This position is evaluated according to the Administrative Performance Evaluation Standards.

QUALIFICATIONS:

To ensure the safe and efficient operation of the program, a valid Virginia Driver's License plus an acceptable driving record as issued by the Department of Motor Vehicles are required. For business use of a personal car, a certificate of valid personal automobile insurance must be provided. In addition, the incumbent needs to possess the following knowledge, skills and abilities:

Formal training and work experience exemplifying KSA's; The incumbent must hold a Bachelor's degree in Information Technology and 5+ years of experience in IT or equivalent to these.

Knowledge of: IT standards and practices. fundamentals and concepts of enterprise, distributed , client/server and desktop computer systems; definition of technical specifications from user and business requirements; project planning coordination; service level agreements; practices of effective communication of technical issues to user and client community; user acceptance testing. PC Configuration and upgrading; networking concepts; familiarity with office automation software (word processing, spreadsheets, databases).

Skills in: Project Management, oral and written communication; organization analysis; and interpersonal interactions.

Abilities to: Analyze and/or resolve hardware, software, and application problems; problem solve and troubleshoot; lift and carry up to 50 lbs; remain calm, courteous and professional at all times.

POSITION LOCATION: Region Ten Community Services Board
500 Old Lynchburg Road
Charlottesville, Virginia 22903-4420

POSITION ORGANIZATION CHART

Director Systems Operations
I
Information Technology Analyst

GRADE: 12

SCHEDULE: Monday through Friday, 8:00 a.m. to 5:00 p.m.

Position Description Updated: October, 2018

I have reviewed this job description and acknowledge the duties as well as the KSA (knowledge, skills, abilities) included in this description. I also understand the performance standards as they apply to this position.

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Signature

Name Printed

Date