

STATE OF OHIO (DAS)
CLASSIFICATION
SPECIFICATION

CLASSIFICATION SERIES:
Information Technology Management

SERIES NO.:
6418T

MAJOR AGENCIES:
Treasurer of State only

EFFECTIVE DATE:
08/16/2020

SERIES PURPOSE:

The purpose of the Information Technology management occupation is to manage & direct projects & assigned operations of the Treasurer of State's information technology division.

At the first level, incumbents manage information technology projects.

At the second level, incumbents supervise business process analysts & other assigned staff.

At the third level, incumbents supervise information technology professionals (i.e., software development specialists, infrastructure specialists) & other assigned staff.

GLOSSARY: The terms listed below are to be interpreted to mean the following wherever they appear within the document.

Project: A temporary stand-alone assignment that has a definite beginning and end and is undertaken to create a unique product or service. "Temporary" is not to be construed as being a short period of time.

Sub-project: Is a component of a project that covers all phases of project management. It is dependent upon an existing project under development. It may also have a distinct project life cycle.

Project Management: The application of knowledge, skills, tools and techniques to project activities in order to meet or exceed stakeholder's needs and expectations from a project.

Multiple Project Management: Two or more projects managed concurrently. Each project must result in a different product or service. Example: One project to develop a new program to service the public and another project to automate the service for those with telephone access.

Project Life Cycle: Defines the timeline of a project from the beginning to the end, outlines the phases, and who will be involved to complete the identified work tasks in order to meet the targeted product or service for which the project was undertaken. A project life cycle is normally divided into four and five phases, but some will have more.

Phases of Project Management: The following nine definitions summarize the knowledge areas and the various processes involved with project management. A project manager should have experience in all nine knowledge areas, but may or may not have applied all tasks associated with each knowledge.

Project Integration Management: Involves plan development, plan execution, and overall change control.

Project Scope Management: Involves the initiation, scope planning, scope definition, scope verification, and scope change control.

Project Time Management Involves activity definition, activity sequencing, activity duration estimating, schedule development, and schedule control.

Project Cost Management: Involves resource planning, cost estimating, cost budgeting, and cost control.

Project Quality Management: Involves quality planning, quality assurance, and quality control.

Project Human Resource Management: Involves organizational planning, staff acquisition and team development.

Project Communication Management: Involves communications planning, information distribution, performance reporting, and administrative closure.

Project Risk Management: Involves risk identification, risk qualification, risk response development, and risk response control.

Project Procurement Management: Involves procurement planning, solicitation planning, solicitation, source selection, contract administration, and contract closeout.

Project Stakeholders: Individuals and organizations who are actually involved in a project, or whose interests may be positively or negatively affected as a result of project execution or successful project completion. The key stakeholders are the project manager (i.e., individual responsible for managing the project), the customer (i.e., individual or organization who will use the resulting project product or service), performing organizations (i.e., enterprise whose employees are most directly involved in doing the project work), and the sponsor (i.e., individual or group within the performing organization who provides the financial resources, in cash or in kind, for the project).

Deliverable: A tangible, verifiable real product (e.g., feasibility study; detail design; working prototype).

Fast Tracking: The practice of overlapping phases of a project (i.e., deliverables from a preceding phase are approved before work begins on the next phase; however, a subsequent phase is sometimes begun prior to the approval of the deliverables from the previous phase when the risks involved are deemed acceptable).

Direct Impact: Affects the core function(s) of an individual program, entity or the like. For example: Requiring all employees to complete a new type of leave form. All employees in the organization are affected, but there is only a direct impact on the agency's payroll unit that is responsible for ensuring adequate leave balances exist before inclusion on a payroll and paychecks being issued.

This classification series may not be used to cover any functions currently described by another existing classification specifically designed for the function.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
IT Project Manager	64185T	15	08/16/2020

CLASS CONCEPT:

The first managerial level class works under direction & requires considerable knowledge of project management in order to manage project(s), with or without sub-projects, that covers all phases of project management, with activities & responsibilities resting primarily within one given office/program of assigned agency & whose primary stakeholders are management, staff &/or end users, direct delivery (i.e. does not require direct involvement of, but may be overseen by, higher-level authority of agency executives &/or political group) to end user/client (e.g., agency employees, outside agency, public customer) for operation/use, focus on testing, monitoring & modification of delivery to end user & direct, implement & monitor policy & ensure compliance.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
IT Supervisor	64186T	15	08/16/2020

CLASS CONCEPT

The second managerial class works under general direction & requires thorough knowledge of computer science in order to supervise business process analysts & other assigned staff.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
IT Manager	64187T	17	08/16/2020

CLASS CONCEPT:

The third managerial class works under general direction & requires thorough knowledge of computer science in order to supervise information technology professionals (i.e., software development specialists, infrastructure specialists) & other assigned staff.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
IT Project Manager	64185T	56/EX	08/16/2020	15

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Manages assigned project(s), with or without sub-projects, that covers all phases of project management, with activities & responsibilities resting primarily within one given office/program of assigned agency & whose primary stakeholders are management, staff &/or end users, directs delivery (i.e., does not require direct involvement of, but may be overseen by, higher-level authority of agency executives &/or political group) to end user/client (e.g., agency employees, outside agency, public customer) for operation/use, focuses on testing, monitoring & modification of delivery to end user, assists in writing policy, directs, implements & monitors policy & ensures compliance, interprets federal & state laws & regulations, makes recommendations & modifications to facilitate end user compliance to policy, establishes procedures/guidelines for policy compliance, oversees implementation schedule, develops &/or directs development & implementation of planning document(s) (e.g., resources, specific assignments), serves as agency representative for project in public forums (e.g., focus groups, other state agencies, county agencies, media, federal government, legislature), & makes project presentations to educate/train end users.

Defines project requirements, quality standards & time lines; determines & evaluates risks that may affect project; defines specific activities to be performed to produce project deliverables; evaluates deliverables & ensures project is ready to move on to its next phase; addresses any problems found in testing/piloting; ensures scheduled time frames are met; reports on delivery problems & provides performance data; provides regular progress reports; determines & allocates resources & assists in budget planning; determines & evaluates testing &/or pilot program &/or project; manages & processes (e.g., selects appropriate processes, devises scope/material/product, establishes selection criteria, follows appropriate processes, coordinates review proposals, conducts bidder conferences, directs evaluation of bid/proposals, recommends bid/proposal selection, represents agency/project to controlling board, executes valid contract & manages request for proposal, quote & information & invitation to bid) procurement document.

Interviews stakeholders to determine needs & expectations & maintains regular contact with stakeholders to market product or service & obtain feedback which involves independent (i.e., not requiring control, permission &/or interaction by agency executive or higher-level authority) direct involvement with local (e.g., county &/or city political official) stakeholders as necessary; manages & negotiates change (e.g., cost, assignments, objectives) within assigned project(s); determines need for division of given project into subprojects, distribution of work for subprojects (e.g., outside source), & oversees activities conducted within each subproject.

MAJOR WORKER CHARACTERISTICS:

Knowledge of computer science or comparable field; project management; life cycle methodologies; time management; matrix management; public relations; interviewing; market trends; supervisory/management techniques*. Skill in operation of personal computer & applicable software (e.g., Gantt chart/project planning software, presentation software, spreadsheet applications) *. Ability to manage multiple demands or tasks on projects or programs; solve problems involving several variables in unique situations; review & evaluate project progress; develop & deliver presentations; communicate effectively on project information in a team setting.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core program in computer science or related field; 12 mos. exp. in Information Technology; 12 mos. exp. in project management.

Or 3 yrs. exp. in Information Technology; 12 mos. exp. in project management.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Travel may be required which may include overnight stay; may be required to be on-call

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
IT Supervisor	64186T	56/EX	08/16/2020	15

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Supervises unit of business process analysts & other assigned staff, assigns & prioritizes work, interviews applicants & recommends hiring decisions, evaluates staff performance, reviews program & system documentation & test results, monitors work progress, orients & trains new staff &/or recommends training seminars/classes for staff, assists staff in resolving difficult computer problems & answers technical questions, establishes & enforces unit policies & procedures, ensures programming standards are followed & conducts staff meetings.

Analyzes & designs large &/or complex computer systems; analyzes user needs & existing functions; analyzes hardware & software alternatives; reviews &/or writes system documentation; reviews &/or develops system test data & procedures & oversees & monitors system test results &/or designs data base files.

Provides technical computer assistance/information to users; troubleshoots & corrects complex computer-related problems (e.g., data base design; major system errors); coordinates work between information technology specialists &/or analysts & data entry &/or production staff; contacts &/or meets with users to discuss program/system plans, revisions &/or problems; contacts &/or meets with IT Leadership to coordinate data base storage, computer operations &/or to exchange information; estimates time & cost for development &/or maintenance projects; attends training classes &/or seminars; reads literature to keep abreast of & evaluate any emerging trends & technologies.

MAJOR WORKER CHARACTERISTICS

Knowledge of computer science or comparable field; computer systems analysis, design; computer hardware systems; supervisory principles/techniques; employee development & training; project management*. Skill in operation of computer terminal &/or personal computer & peripheral equipment (e.g., printers, modems). Ability to interpret variety of technical computer manuals & documentation; write computer programs & system documentation & instruction manuals; communicate verbally & in writing on technical & non-technical matters; establish friendly atmosphere as supervisor.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

Completion of graduate core program in computer science or related field; 2 yrs. exp. in Information Technology which included 12 mos. exp. in supervisory &/or management principles & techniques

-Or completion of undergraduate core program in computer science or related field; 3 yrs. exp. in Information Technology which included 12 mos. exp. in supervisory &/or management principles & techniques.

-Or 5 yrs. exp. in Information Technology which included 12 mos. exp. in supervisory &/or management principles & techniques.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

Not applicable.

UNUSUAL WORKING CONDITIONS

Travel may be required which may include overnight stay; may be required to be on-call

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
IT Manager	64187T	56/EX	08/16/2020	17

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Supervises information technology professionals (i.e., software development specialists, infrastructure specialists) & other assigned staff, assigns & prioritizes work, interviews applicants & recommends hiring decisions, evaluates staff performance, reviews program & system documentation & test results, monitors work progress, orients & trains new staff &/or recommends training seminars/classes for staff, assists staff in resolving difficult computer problems & answers technical questions, establishes & enforces unit policies & procedures, ensures programming standards are followed & conducts staff meetings.

Develops, implements, maintains & publishes web policies on technological architecture & security & has overall responsibility for design, development, release & maintenance of internal & external web systems & services enterprise wide to ensure final product can be accommodated by current & future information systems technology & MIS operations, collaborates with appropriate management information systems personnel regarding to develop, maintain & publish web policies on technological architecture, security & installation procedures, ensures distribution of policies to appropriate participants engaged in web publishing, ensures there is unifying navigational trend for users to travel among documents, provides application framework for website development, ensures web pages are current through timely review & revision of content & maintenance by site-mapping to assist with stability & integrity of website, coordinates with information management systems professionals on internet/intranet security, capacity & connectivity, communicates with management to obtain support for policy adoption, content decisions & issue resolution & makes budgetary recommendations to satisfy resources needs, & if assigned, also supervises other personnel engaged in developing & maintaining websites &/or web pages &/or monitoring performance, integrity & user satisfaction of web services.

MAJOR WORKER CHARACTERISTICS:

Knowledge of computer science or comparable field; computer systems analysis, design; computer hardware systems; supervisory principles/techniques; employee development & training. Skill in operation of computer terminal &/or personal computer & peripheral equipment (e.g., printers, modems). Ability to interpret variety of technical computer manuals & documentation; write computer programs & system documentation & instruction manuals; communicate verbally & in writing on technical & non-technical matters; establish friendly atmosphere as supervisor.

(*)Developed after employment

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of graduate core program in computer science or related field; 5 yrs. exp. in Information Technology which included 24 mos. exp. in supervisory &/or management principles & techniques

-Or completion of undergraduate core program in computer science or related field; 6 yrs. exp. in Information Technology which included 24 mos. exp. in supervisory &/or management principles & techniques.

-Or 8 yrs. exp. in Information Technology which included 24 mos. exp. in supervisory &/or management principles & techniques.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Travel may be required which may include overnight stay; may be required to be on-call