



Job Title	Information Systems Manager I	FLSA Status	At-Will
Band	MGR	Probationary Period	12 Months
Zone	5	Job Code	12713

Class Specification – Information Systems Manager I

Summary Statement:	
The purpose of this position is to manage multiple IT teams within a division of a department. This is accomplished by managing technical staff; developing technical and interpersonal abilities of staff; problem solving; hiring; mentoring and guidance; assigning, balancing, and prioritizing work assignments; ensuring the delivery of technical services so that expectations are met within areas of responsibility; and ensuring policies, processes and procedures are documented and followed.	
Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
70%	Lead, supervise, and manage multiple teams within a division to provide secure and reliable IT services. Increase the effectiveness and efficiency of teams through daily functional improvements, increased coordination and communication with business customers and other IT teams, automation, and standardization of duties and documentation. Oversee troubleshooting of issues and provide timely resolutions to business customers for supported platforms. Ensure teams comply with required governance.
20%	Manage technology vendors that are providing services and products within area of responsibility. Identify and address performance issues with vendors.
10%	Support management reporting. Make fact based decisions on staffing levels and service delivery. Track and manage tickets to ensure timely and agreed resolutions. Ensure service level agreements are met.

Competencies Required:	
Human Collaboration Skills: Interactions have significant impact and may involve recommendations regarding potential policy development and implementation. Position evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.	
Reading: Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.	



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Math: Advanced - Ability to apply fundamental concepts of theories, work with advanced mathematical operations methods, and functions of real and complex variables. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.

Writing: Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.

Technical Skills Required:
 Advanced Skills and Knowledge: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Bachelor's degree from an accredited college or university with major coursework in computer science, information technology management, or a related field. Relevant experience will be accepted in place of a degree.

Experience: Five years of full-time experience with an IT organization including two years of verifiable IT team management experience where specific service levels were required to be maintained.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.
 Certifications required in accordance with standards established by departmental policy.

Supervision Exercised:
 Work requires managing and monitoring work performance by directing subordinate supervisors, including making final decision on hiring and disciplinary actions, evaluating program/ work objectives and effectiveness, and realigning work and staffing assignments, as needed.

Supervision Received:



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Receives Administrative Direction: The employee normally performs the duty assignments within broad parameters defined by general organizational requirements and accepted practices. End results determine effectiveness of job performance.

Fiscal Responsibility:
 This job title has responsibility for final approval of budgetary recommendations. Monitors progress toward fiscal objectives and adjusts plans as necessary to reach them.

Physical Demands:
 Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Rarely
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, iPhone, iPad, plotter, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: October 2019