INFORMATION TECHNOLOGY SERVICES BUREAU CHIEF ROLE

Role Summary
The Information Technology (IT) Services Bureau Chief Role consists of one grade level (18). The incumbent leads the Information Technology Services Bureau including network and end-user support and security administration. This position manages several program areas and special projects including cross-functional programs and supervises multiple teams and subordinate staff. Duties involve budget analysis and development, contract approval and monitoring, personnel supervision, leadership coordination, and organizational management. The technical aspects of this position include providing first-line end-user support, knowledge of information systems network technologies and design, knowledge of state security policies, procedures and strategies and project management. Primary contacts are with the division administrator, department management, internal/external customers, the Department of Administration's Information Technology Services Division (ITSD), local government officials, and counterparts at other state agencies.

Working Conditions
Considerable mental stress and pressure due to supervisory issues, workload, deadlines, time constraints, and significance of decisions made. Must be able to supervise numerous projects at one time and determine priorities on a daily basis. Work hours routinely exceed 40 hours per week.

Education and Experience
- Grade 18: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to a Bachelor's degree in computer science, public or business administration and five years of combined end-user support, security, and network experience including three years of supervisory responsibility. Other combinations of education and experience will be evaluated on an individual basis.

Department Core Competencies
In addition to the role specific competencies, there are four, department core competencies that all employees are expected to successfully achieve. These are:
- *Interpersonal Skills:* Builds constructive and effective relationships with internal and external customers and is committed to meeting customer needs in a timely and accurate manner. Listens actively and attentively and demonstrates an appreciation of other perspectives. Builds the appropriate rapport required to do business. Openly demonstrates an understanding of and respect for the value of co-workers' contributions to the department mission.

- *Decision-Making and Accountability*: Considers the department's vision and mission in making decisions and taking actions. Identifies and considers possible alternatives before making decisions. Bases decisions on achieving desired outcomes pursuant to the departmental business plan or management direction. Uses a combination of analysis, experience, and sound judgment that result in fairness and consistency, while being accountable for actions. Reflects a belief that the results achieved are a direct result of his/her personal decisions and actions.

- *Commitment to Continuous Improvement*: Ability and willingness to continually seek greater efficiency in agency programs, is results driven, and meets changing requirements in work or direction. Adapts to changing conditions and work responsibilities. Accepts constructive criticism and suggestions and uses them to improve performance.

- *Leadership and Mentoring*: Creates own measures of excellence, and practices what he/she preaches. Sets goals that provide challenge and measures goal attainment regularly. Displays a contagious optimism about the work to be done. Goes beyond traditional ways to address issues despite obstacles or resistance. When serious ethical issues are at stake, takes all necessary actions. Is able to generate ideas, fresh perspectives and original approaches and to engage in open-minded thinking. Employs strategies to promote ideas and proposals to increase probability of acceptance. Mentors others in their weak areas to improve the performance necessary to achieve success.

Grade Levels
Each grade level lists the essential duties that describe work performed 50 percent or more of the time (predominant work). Established work plans identify day-to-day tasks.

Grade 18
Predominant/Essential Duties
- Set overall direction of the Information Technology Services Bureau staff. Plan and assign work, organize and direct staff, control funds, and monitor accountable property.
- Incumbent is responsible for determining short and long-range goals and objectives for the bureau, ensuring assigned projects or deadlines are accomplished or met, working with the division administrator in meeting goals and objectives.
- Establish goals and objectives consistent with the department's mission and vision.
- Define work responsibilities for subordinate staff while ensuring consistency with direction provided by policy and the division administrator.
- Mentor staff. Provide guidance, direction, training, and support to subordinate staff.
- Implement organizational changes.
- Supervise, coordinate, monitor, and review assigned duties of subordinate staff to ensure goals are met and tasks are completed accurately.
- Determine performance metrics and assess results to measure achievement of organizational goals and objectives.
- Identify issues and concerns and resolve or recommend solutions.
- Make and implement decisions concerning hiring, discipline, individual performance, leave, and flextime.
- Ensure personnel activities comply with the department's vision and policies, take appropriate disciplinary actions, and respond to and resolve grievance allegations by and between staff.
- Develop and conduct performance evaluations on staff.
- Provide substantive input on the department's information technology strategic plan and assigns tasks and priorities in order to accomplish the goals of that plan.
- Advise management on policy and procedures for efficient development and operation of all end user support, network, and security functions by analyzing operations and applying theoretical knowledge of management principles.
- Build a network of peer relationships within and outside the department, with particular focus on close coordination with ITSD.
- Coordinate with other divisions, agencies, and management organizations.

- Update division administrator on changing technologies and impacts on the department.
- Analyze and monitor the bureau budget. Project future expenditures and year-end balance, identify areas of concern and discrepancies, and make monthly status reports to the division administrator to determine program budget actions.
- Negotiate, approve, and monitor computer hardware purchases for amounts exceeding $200,000 annually.
- Remain current in information security and network technologies, methods, and procedures.

Competencies and Degrees of Proficiency
The Competency/Proficiency Chart identifies the role specific competencies, degrees of proficiency, and guidance required for each grade level. Role specific competencies describe the knowledge, skills, and abilities required to perform the essential duties. The degrees of proficiency indicate the difficulty and/or complexity level.

Competency/Proficiency Chart – Information Technology Services Bureau Chief Role

Competencies	Grade 18 Independently
Demonstrated knowledge of leadership skills; provide goals that challenge.	D
Demonstrated skill and ability to supervise staff.	D
Demonstrated ability to assign and delegate work tasks to subordinate staff and contractors; to accept personal responsibility for quality and timeliness of work products.	D
Demonstrated ability to manage time effectively.	D
Demonstrated skill and ability to work on multiple tasks.	D
Demonstrated skill and ability to make appropriate decisions and use good judgment; considers the department's vision, mission, and values in making decisions and taking actions.	D
Demonstrated ability to provide timely and effective written, oral, and interpersonal communications.	D
Demonstrated ability to understand the value, objectives, and political structure of the organization.	D
Demonstrated ability to adapt to change; build consensus and buy-in for division and organizational changes.	C
Proactively focus efforts and energy on successfully attaining goals and objectives, assuming accountability for decisions, actions and results. Follow issues through to completion.	D
Demonstrated knowledge and ability in conflict resolution techniques relative to the role.	C
Demonstrated ability to think creatively and recommend innovative solutions.	D
Demonstrated skill and ability to build long-term internal and external relationships with customers and skill at developing positive customer relationships and is committed to meeting customer needs in a timely and accurate manner.	D
Demonstrated knowledge of department technical processes, and ability to apply that knowledge effectively.	D
Demonstrated knowledge of department business processes and ability to apply that knowledge effectively.	C
Demonstrated knowledge of the hardware, software, and applications used by department personnel.	C
Demonstrated knowledge of application development and support techniques, tools, and practices.	C
Demonstrated knowledge of programming languages used by the department.	C
Demonstrated knowledge, skills, and abilities in budgeting theories and applications.	C
Demonstrated knowledge of information security techniques and processes.	C
Demonstrated knowledge of department applications and network security.	C

Degree of Proficiency
A: A degree of knowledge, skill or ability commensurate with elementary-level tasks and assignments.
B: A degree of knowledge, skill or ability commensurate with intermediate-level tasks and assignments.
C: A degree of knowledge, skill or ability commensurate with advanced-level tasks and assignments.
D: An advanced degree of knowledge, skill or ability commensurate with considerable experience and the application of the competency to non-standard tasks and assignments.
E: The most advanced degree of knowledge, skill or ability evidencing complete mastery and understanding of the subject.