

# STATE OF MONTANA

## JOB DESCRIPTION

*Montana state government is an equal opportunity employer. The State shall, upon request, provide reasonable accommodation for otherwise qualified individuals with disabilities.*

**Job Title:** IT Manager

**Position Number:** 20030

**Location:** Helena

**Department:** Transportation

**Division and Bureau:** Information Services Division, Infrastructure and Operations Bureau

**Section and Unit:**

### **Job Overview:**

This position is responsible for all three tiers of Infrastructure and Operational support for the agency. Tier one is Customer Support. This is MDT's first line of information technology support for all agency staff. This section provides hardware, software, and printer support services, including training. This section has one supervisor, three Helena support staff, and five district support staff. The five district support staff are co-managed between the section supervisor and the district office manager. Tier two is End-Point Management and Software Delivery. This section has four support staff who are responsible for hardware and software procurement and acquisition; setup, configuration, installation, and testing; and mobile device procurement and management. Tier three is Network Support. This section has one supervisor, who supervises both tier two and three staff, and six support staff responsible for installation and support of server operating systems and infrastructure of the statewide MDT network. Duties include Systems and network monitoring, planning, design, and maintenance; Data storage, backup, recovery, and archival planning; System and storage research and planning; Disaster recovery; Network communication solutions; and File and system security.

In addition, this position provides ongoing advice and management to the Information Services Division's section supervisors. This position recommends, develops, and enforces strategic plans, policies, and procedures for all program functions, and manages the infrastructure portfolio and hardware/software asset management needs of the agency. This position is responsible for budget development and management, developing program plans, and developing resource and personnel management plans. This position is the department's liaison between MDT and SITSD technical staff. This position reports directly to the MDT ISD Division Administrator/CIO, serves as an integral member of the Senior Management Team, and supervises two section supervisor positions (2.0 FTE).

## **Essential Functions (Major Duties or Responsibilities):**

### **Program Administration – 50%**

- Considering existing and future business processes and technology needs, develop, and implement short and long-range plans, objectives, and standards impacting Infrastructure and Operations.
- Represents the division on a variety of department and enterprise-wide technical committees responsible for Information Technology at MDT and for the State of Montana.
- This position is the department's liaison between MDT and SITSD technical staff.
- Responsible for vendor and contract management, software and hardware management and procurement, and budget management.
- Responsible for reviewing and providing guidance on all agency Information Technology Procurement Requests.,
- Responsible for legislative activities including reviewing proposed legislation, developing fiscal impact statements, and providing agency testimony when required.
- Provides vision and direction for the two section supervisors involving extensive analysis and evaluation of critical management issues, business processes, workforce characteristics, legislative mandates, and available resources.

### **Strategic Planning – 30%**

- Works with the Division Administrator and other members of the Senior Management Team on workforce development and planning, strategic planning, budget, technology initiatives, and industry best practices.
- Researches and evaluates critical management issues affecting the bureau or division statewide operations and activities to identify current or anticipated deficiencies, opportunities, and innovative approaches to meeting continually changing operational, technical, statutory, and program requirements.
- Develops policy initiatives designed to reflect current and anticipated division needs, statutory requirements, and best management practices. Ensures policies comply with applicable state and federal regulations and funding guidelines and promote efficient and cost-effective systems and processes for MDT employees and partners.
- Develops comprehensive workforce analyses to determine the overall effectiveness of personnel allocations, competencies, and expenses in meeting the division's goals and objectives. Evaluates workforce demographics and projected program environments to anticipate and accommodate changes in legislated staffing levels, vacancies, recruitment and retention trends, employment regulations, statewide project needs, organizational functions, and other issues.

- Analyze alternative management strategies, new technologies and standards, changing legislation, budget and workforce adjustments, and other factors which could benefit the bureau and the division. Presents summary management and policy recommendations to the Division Administrator. Explains and justifies initiatives based on Division needs; internal and external business environments, opportunities, and impediments; State and federal requirements; professional standards; emerging technologies; and other considerations.
- Develops, monitors, and implements management ,action plans used to implement and address audit issues. Summarizes the status of audit recommendations for the Division Administrator.

### **Supervision – 15%**

- Supervises 2.0 FTE professional staff, all of whom are section supervisors, and indirectly supervises 18 information technology individuals. Review and revise overall work plans, priorities, and procedures and monitoring progress through meetings and consultations. Disseminates data and promotes information exchange for support and advancement of Division and Department goals.
- Determines training needs of subordinate staff through analysis of program effectiveness; new standards, specifications, technologies, and policies; and staff performance. Prepares, presents, or coordinates training through personnel specialists, training offices, or outside consultants.
- Identify staffing needs, recruit, and hire employees. This involves ensuring compliance with state and federal employment and civil rights laws throughout the hiring process, assigning personnel screening and selection committees, reviewing results, and making final determinations for hiring, and ensuring proper training and orientation of new employees.
- Develop workforce development, staffing, succession planning, career ladder, and professional development plans, policies, and systems to ensure adequate staffing, expertise and skills are available to meet current and future agency business needs and to provide employee development and advancement opportunities and enhance bureau recruitment and retention efforts.
- Establishes objective, measurable performance standards for subordinate staff, evaluates the performance of positions directly supervised, and completes performance evaluations. Recommends, implements, and monitors corrective actions including discipline and termination. Enforces disciplinary policies to ensure consistency in the application of disciplinary actions.

### **Other Duties – 5%**

Performs any additional duties identified by the Supervisor in support of the Department mission and objectives. Participates in on-going training and educational opportunities as applicable.

### **Supervision**

The number of employees supervised is: 2

The position number for each supervised employee is: 81019, 81111

## Physical and Environmental Demands:

This position functions in a typical office environment.

## Knowledge, Skills, and Abilities (Behaviors):

- Extensive knowledge of business management and public administration, strategic planning principles, analytical methods and technologies, budgeting, workforce management, and state legislative processes.
- Extensive knowledge of Infrastructure and IT Operations.
- Proven ability in program management and planning/organizing the work of other staff.
- Proficient in contract, vendor, and procurement management.
- Excellent communication and negotiation skills.
- Proven ability to manage complex Information Technology projects.
- Excellent leadership ability to lead and motivate staff within an industry of constant innovation and change.

## Other Skills and Abilities

The required skills and abilities for this position include strong interpersonal and communication skills, leadership, ethics and integrity, active listening, analytical and problem-solving abilities, critical thinking, creativity, deductive and inductive reasoning, relationship building, accountability, reading comprehension, and time management.

## Minimum Qualifications (Education and Experience):

The required knowledge and skills are typically acquired through a combination of education and experience equivalent to a Bachelor's degree in information technology management, business management, computer science or information systems.

This position requires a minimum of 4 years of experience managing Network and Infrastructure staff, strategic planning, program management, workforce development, state legislative processes, and budgeting. This position must have extensive knowledge with network servers, network storage, network communication solutions and technology, including satellite, WAN, LAN, SDWAN, disaster recovery, and network security.

## Special Requirements:

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Fingerprint check | <input type="checkbox"/> Valid driver's license |
| <input type="checkbox"/> Background check             | <input type="checkbox"/> Other; Describe        |
| <input type="checkbox"/> Union Code                   |   |

## Safety Responsibilities

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.

**Signatures**

My signature below indicates the statements in the job description are accurate and complete.

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<b>Immediate Supervisor</b>	<b>Title</b>	<b>Date</b>
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<b>Administrative Review</b>	<b>Title</b>	<b>Date</b>
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My signature below indicates that I have read this job description.

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<b>Employee</b>	<b>Title</b>	<b>Date</b>
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**Human Resources Review**

**Job Code Title: IT Manager**

**Job Code Number: A3201B**

My signature below indicates that Human Resources has reviewed this job description for completeness and has made the following determinations:

FLSA Exempt

FLSA Non-Exempt

Telework Available

Telework Not Available

Classification Complete

Organizational Chart attached

**Human Resources:**

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**Signature**

**Title**

**Date**