CLASSIFICATION GRID: 44

BENCHMARK NUMBER: 80510

BENCHMARK TITLE: INFORMATION TECHNOLOGY ADMINISTRATOR 4

JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Performs business system development functions such as planning new systems, integrating platforms, performing impact analyses, and making business process improvement recommendations. May supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Plans and implements system development, enhancement, and maintenance by performing duties such as evaluating existing and emerging information systems technology, performing budget and risk/impact analyses, making purchase and risk minimization recommendations, and developing and executing project plans for implementation. Liaises with external agencies, vendors, and user areas as required.

2. Provides technical support to operations staff in determining and correcting system problems involving operating systems, networks, databases, languages, and applications.

3. Develops data security guidelines, policies, and procedures.

4. Authorizes expenditure of funds in accordance with assigned budget and organizational policies. Monitors expenditures for designated areas by comparing actual and budgeted expenditures, identifying variances and anomalies, and following up on variances.

5. Prepares and maintains a variety of documentation and reports such as business process improvement plans and business cases.

6. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.

7. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Bachelor's degree in Computer Science
- Recent, related experience of five years
  Or an equivalent combination of education, training, and experience
  Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to anticipate potential problems and take appropriate action
- Knowledge of practices and procedures related to computer equipment, networks, and software applications
- Ability to orient and train
- Ability to install, configure, operate, and maintain computer equipment, networks, and software applications
- Ability to identify, investigate, assess, document, and resolve network, software, and hardware problems
- Ability to supervise
- Ability to program in relevant computer language
- Ability to perform budget and risk/impact analyses
- Ability to plan, develop, implement, manage, and evaluate complex projects, programs, systems, and budgets