

MnSCU INFORMATION SYSTEMS MANAGER

KIND OF WORK

Managerial information technology systems work.

NATURE AND PURPOSE

Under general direction, employees in this class are responsible for planning, managing and directing the development of information systems and for ensuring that systems analysis, systems design, cost/benefit analysis, project estimating, and project management control are performed for the assigned functional division/area of a large, multi-site, complex higher education enterprise. Incumbents direct the overall management, performance and operations of the work unit including budget, planning and technical oversight. Requires the coordination of technical/technological systems with that of business management (financial aid, admissions, registration, finance, accounting, human resources, planning, etc.).

DISTINGUISHING CHARACTERISTICS

This class differs from the lower job classes of Information Management Services Division Director and Director Administrative Information System in that it will have responsibility for coordination of activities over multiple yet relatively similar areas. Incumbents are focused more on the long-term and strategic planning needs of their area and their decision making is beginning to be based on general direction and broadly defined policy objectives.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Maintain effective contact with user institutions to remain aware of the need for new project development modifications and to develop solutions to operating problems.

Directs the development and implementation of a business plan that analyzes the technical product/service as a business: defining customer needs, defining needed financial resources and cost recovery methods, organization of personnel resources, hardware and equipment needs, and assessment of customer market (size, trends, competition, etc.)

Collaborate with other directors on the management team and assist in reaching consensus on major initiatives by providing resources and support as needed.

Serve in a staff role in making recommendations for the development of overall planning policies, procedures and standards so that a high quality comprehensive information technology systems plan is developed.

Participate in the development and the implementation of system modifications so that changes complement existing systems and are cost effective.

Develop budgeting and resource requirements in close cooperation with user institutions to ensure the success of proposed information systems applications.

Ensure that planning and budgeting are accomplished in a standard manner so that institutions involved can reach consensus on the approval or non-approval of projects.

Direct the budget setting process for the division and ensure timely turnaround of budget items during the rate setting process.

Develop budgeting and resource requirements in close cooperation with user institutions to ensure the success of proposed information systems applications.

Maintain project status information in order to keep user institutions informed of progress of projects.

Ensure that project staff properly uses standard system and project development methodology so that scheduling and estimating are timely and effective.

Monitor and evaluate support to institution customers, including management support for new systems development, maintenance, or minor or major system modifications.

Manage assigned staff so that maximum productivity is obtained and staff are prepared to deal with new and innovative changes.

KNOWLEDGES, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Specialized computer area sufficient to provide leadership for maintaining existing technologies and evaluating choices for resolving technical problems.

Other areas of computer specialization and emerging technologies sufficient to assist in setting future division direction in providing services to customers.

Managerial techniques including planning, organizing, securing, allocating, and evaluating human, financial, and other resources needed sufficient to ensure customer needs are met, objectives are accomplished efficiently, and staff are used effectively.

Customer businesses and products/services sufficient to set strategic direction for research and development work which will be beneficial customers.

Project management methods and systems sufficient to create clear and attainable project objectives, build project requirements, oversee the cost, time and scope of projects, manage project constraints, and communicate progress and end results.

State policies and practices and federal laws related to budgeting, human resource management, payroll, and contract administration sufficient to direct staff in complying with laws, policies and contract provisions.

Ability to:

Comprehend a total systems design and communicate the elements of the system effectively orally and in writing.

Provide leadership so that resources can be used optimally, goals are clear, and customer satisfaction is high.

Handle politically sensitive matters sufficient to gain consensus among stakeholders who have diverse and sometimes conflicting interests.

Develop and maintain positive working relationships with staff, vendors, consultants, employees within other divisions, and other stakeholders to convey a position on an issue, educate, persuade or obtain information.

Communicate orally and in writing sufficient to convey ideas succinctly and clearly, keep staff and customers informed, give talks to computer specialists and lay audiences, and represent the division in meetings.

Manage and motivate staff in a rapidly changing, highly technical environment..

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Former Title(s): Director, Administrator Computer Center