

EDITED KSA LISTING

CLASS: DATA PROCESSING MANAGER III

NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.

	Knowledge of:
K1	Thorough knowledge of personnel management (e.g., recruitment, employee supervision, collective bargaining agreements, staff development, progressive discipline, etc.) in order to manage staff resources.
K2	Comprehensive knowledge of current computer industry technology and practices to provide guidance, consultation and advice, and make Information Technology (IT) related decisions.
*K3	Comprehensive knowledge of concepts related to managing change in the IT environment.
*K4	Comprehensive knowledge of IT communication systems to consult and make decisions on complex IT issues.
K5	Knowledge of the department's Equal Employment Opportunity program and the processes to ensure compliance and maintain a work environment free from harassment and discrimination.
*K6	General knowledge of principles of the governmental functions and organizations at the State level, including the legislative process in order to successfully obtain project authority and funding.
*K7	Comprehensive knowledge of principles and processes used in providing customer services (e.g., IT service catalog, IT service management and customer satisfaction evaluation techniques) to efficiently and effectively manage IT resources.
*K8	Comprehensive knowledge of IT equipment and tools (e.g., hardware, software, documentation, etc.) to consult and make decisions on complex IT issues.
K9	Comprehensive knowledge of the department's strategic business plan (e.g., mission, vision, values, goals and objectives) and division's strategic information systems plan to set IT direction and plan accordingly.
*K10	Advanced knowledge of analytical techniques to make decisions on complex IT issues.
K11	General knowledge of administrative processes (e.g., personnel, Environmental Health & Safety, facilities management, etc.) in order to maintain the operation.

Bold text-indicates not on Classification Spec.

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K12	Comprehensive knowledge of principles, practices, and trends of public administration including organizational management, strategic and tactical planning, and budgeting in order to maintain the operation and plan for change.
K13	General knowledge of project management techniques in order to effectively lead projects to successful conclusion.
K14	Comprehensive knowledge of state laws and IT regulatory policies (e.g., State Administrative Manual (SAM), State Information Management Manual (SIMM), Department Operations Manual (DOM), etc.) to ensure compliance with State regulations.
*K15	Comprehensive knowledge of the System Development Life Cycle (SDLC) principles and methods for IT services
K16	Comprehensive knowledge of the principles of effective verbal, written and group communication to accurately and effectively communicate job related information.
*K17	Comprehensive knowledge of the principles of information security as they relate to the protection of IT assets.
*K18	Basic knowledge of the operational recovery planning process as it relates to the recovery of all IT assets.

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	Skill to:
S1	Identify problems (e.g., personnel, budget, IT projects, etc.) in order to deal with short and long term issues.
S2	Makes judgments and decisions on relative costs and benefits of a potential action to manage the operation.
S3	Develops approaches for implementing a plan to improve the organization.
S4	Communicates effectively with others (verbal/written) as indicated by the need (e.g., inform, request, explain, document, etc.) to clearly express an idea or concept.
S5	Evaluates new material or information in order to identify the impact to the organization.
S6	Motivates, develops and directs people in the performance of their work to improve the work environment and increase productivity.
S7	Recruits and hires qualified people to meet IT service commitments.
S8	Establish and maintain priorities to clearly define expectations to staff and to manage workflow.
S9	Directs and facilitates interdisciplinary teams to bring together various skills and knowledge needed to reach a successful solution.
S10	Reason logically and creatively and use a variety of analytical techniques to resolve managerial problems
S11	Facilitates consultation with advisers and other interested parties (e.g., Subject Matter Expert, staff, vendors, etc.) on a variety of subject-matter areas to resolve complex IT related problems
S12	Provide leadership to team members using facilitation tools and techniques to produce desired product as requested by management.
S13	Directs and establishes appropriate administrative procedures to improve processes within the organization.
S14	Plan, coordinate and direct the activities of IT staff to provide customer services and effectively manage IT resources.
S15	Effectively contribute to the department's Equal Employee Opportunity objectives to ensure a discrimination and harassment free work environment.

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	Ability to:
A1	Listen to and understand information presented through oral presentation to clearly interpret an idea or concept.
A2	Read and understand information presented in writing to clearly interpret an idea or concept.
A3	Gain and maintain the confidence of others to promote staff morale and improve working relationships with staff, peers, and others.
A4	Make decisions as appropriately to manage the operation.
A5	Use flexibility and tact to build positive working relationships with staff, peers, and others
A6	Provide visionary ideas to lead the organization through the strategic planning process.

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