

## EDITED TASK LISTING

### CLASS: DATA PROCESSING MANAGER III

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*NOTE: Each position within this classification may perform some or all of these tasks.*

1.	Reviews and makes decisions on complex operational (day-to-day) problems to provide guidance to staff on information technology (IT) related issues utilizing established standards (e.g., Institute of Electrical and Electronic Engineers (IEEE), Departmental Operations Manual (DOM), Information Technology Service Management (ITSM), etc.) as needed.
2.	Analyzes IT priorities and goals, and schedules staff workload to meet project needs using the System Development Life Cycle (SDLC) process (e.g., problem definition, analysis, design, development/testing, etc.) to provide IT services (e.g., support, IT product, systems, etc.) as established by management.
3.	Approves requests, handles paperwork, and performs day-to-day tasks to meet administrative requirements (e.g., supervision, facility management, regulation guidelines, budget, etc.) and maintain the operation utilizing State Administration Manual (SAM), State Information Management Manual (SIMM), Department Operations Manual (DOM), Memorandum of Understanding (MOU), etc., as needed.
4.	Initiates and directs the implementation of work processes and procedures to provide and enhance IT services for customers using input from Subject Matter Experts (SMEs) (i.e., staff, vendors, management, etc.), as needed.
5.	Consults with users and management to determine business needs to establish requirements for service or to develop IT plans (e.g., Strategic Information Systems Plan (SISP), IT Blueprint, etc.) utilizing standard formats and best practices, as directed.
6.	Consults with vendors for assistance in solving current IT problems and to acquire best practices information and to identify future IT opportunities utilizing meetings, conferences, vendor demonstrations, etc., as needed.
7.	Interprets customer goals to set and develop IT goals, objectives, and strategies to provide IT solutions to meet business needs utilizing expertise of other IT staff, best practice information, stakeholders input, etc., as required by SAM/SIMM or as needed.
8.	Reviews and reports project status (schedule, requirements and expenditures) to management, customers, stakeholders, and oversight agencies (Department of Finance (DOF), Department of General Services (DGS), Department of Information Technology (DOIT)) to ensure compliance with customer commitments, service level agreements and project authority utilizing project management standards and practices, standard reporting tools, etc., as required by SAM/SIMM or as needed.

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9.	Uses tact and interpersonal skills to develop constructive and cooperative working relationships with others (e.g., stakeholders, customers, management, peers, etc.) to facilitate communication, to improve the work environment, and to increase productivity, as needed.
10.	Develops a working environment for staff that is consistent with the department's value and ethic statements utilizing DOM, management training, CDC Strategic Business Plan, etc., as needed.
11.	Evaluates employee performance and provides feedback to employees to ensure performance objectives/standards are met by monitoring work assignments and behaviors and utilizing verbal/written communication, Individual Development Plans (IDPs), Report of Performances (ROPs), etc., as required by State Personnel Board (SPB) or as needed.
12.	Recognizes staff (formal or informal) for outstanding performance to foster teamwork and improve morale using awards, certificates, memos of recognition, etc., as appropriate.
13.	Directs daily operations of section/unit and coordinates project activities with other sections/units within Information Systems Division (ISD) to deliver IT services utilizing written/verbal communications and formal/informal meetings, as needed.
14.	Directs subordinate supervisors who are responsible for daily operations which deliver IT services, utilizing written/verbal communications and formal/informal meetings, as needed.
15.	Promotes training to develop staff proficiency, as appropriate, utilizing training plans in alignment with budget allotments and staff time/class availability, as needed.
16.	Directs the evaluation of project proposals for automation within CDC to provide a high level assessment of feasibility in alignment with strategic plans including IT Blueprint, SISP, etc., utilizing SMEs, best practice information, departments priorities, etc., as needed.
17.	Works cooperatively with department heads, managers, supervisors, vendors, and others to resolve problems utilizing meetings, demonstrations, presentations, correspondence, etc., routinely.
18.	Participates in division management planning activities (e.g., recruitment, redirection, reorganization, etc.) to balance resources against goals and priorities utilizing budget allotment, personnel allocation guidelines, SISP, etc., as needed or directed
19.	Provides consultation and expert advice to management or other groups (internal and external to CDC) on systems and process-related topics to facilitate their needs/requirements utilizing written/verbal communication, demonstrations, presentations, meetings, etc., as needed.

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20.	Recruits, interviews, selects, hires, and promotes persons for the organization to provide new and ongoing services utilizing appropriate staffing levels, approval authority, budget allotment, etc., as needed.
21.	Reviews and approves high profile work (e.g., correspondence for the Director's/Executive Staff's signature, MOUs, etc.) to assure accuracy and validity utilizing SMEs, standard formats, software tools, etc., as needed.
22.	Carries out supervisory responsibilities in the workplace with regard to department-wide mandates concerning Equal Employee Opportunity, American with Disabilities Act, and other personnel practices as defined by regulatory agencies and established guidelines/policies.
23.	Provides opportunities for staff growth and development to promote career advancement within IT (technical and administrative) utilizing cross training, mentoring, formal training classes, etc., routinely.
24.	Works with management team on budget planning exercises to ensure that allotments are appropriate to meet IT service commitments to customers utilizing budget allotments, spreadsheets, service catalog, etc., as directed.
25.	Provides visionary leadership and insight regarding IT possibilities to guide the department into the future utilizing demonstrations, presentations, SMEs, etc., as appropriate.
26.	Represents the division at Executive level meetings (internal and external) to receive and relay information, participate in decision making and executive level planning, etc., to administer the department's goals utilizing "round table discussions", interactive input, formal meetings, etc., as directed.