

INFORMATION SYSTEMS MANAGER

Job Classification

Adopted: July 14, 2002

Revised: May 5, 2013



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Review output, project reports, systems documentation, service requests, and other information to evaluate systems performance, systems operations, and requirements for new applications, systems upgrades and/or application upgrades.

Develop and implement standards, policies and procedures related to user support, consulting practices, network hardware and software acquisition, use, support, security, and backup, updates and research and development.

Serve as primary spokesperson for information management; negotiate contracts and services, by coordinating activities of hardware, software, telecommunications, support, and training with external vendors, service providers, and government agencies as well as cross IT and UA departments and campuses.

Serve as a strategic advisor to executive and senior level managerial staff with authority to independently commit the organization to mission critical projects or expenditures.

LEVELS AND COMPETENCIES

The primary distinction between levels is reflected in the Level Descriptors. As levels increase, scope, complexity and degree of independence increase. Higher levels may perform duties of lower levels. Education and experience are stated at the minimum threshold for the level. Additional education or experience may be desirable for some positions.

Level 1
PCLS: 02021

Grade 80
Exempt

Descriptors

Work is performed under general direction. Direct and coordinate units, shifts or functions involved in computer operations, user support or network operations. Perform limited maintenance, database operations, system and application monitoring. Responsible for comprehensive program support, help desk training, and establishment of standards.

Knowledge, Skills and Abilities

Demonstrated knowledge of computer operations, maintenance and telecommunications networks operations and maintenance; of data processing hardware and software functions, capabilities and interrelationships; of developing and adhering to institutional standards and procedures; of administrative policies and practices; of security practices and control methods and systems; of design specifications for application program systems; of system design and development procedures; of documentation standards for information technology, planning techniques, of user support procedures and systems: and of supervisory** principles and practices. Ability to direct the work of others and to coordinate activities and resources within or between units; to assess and evaluate and make recommendations on the performance of computer operating systems maintenance procedures and user support practices; to communicate effectively; and to establish and maintain professional working relationships with others.

Education and Experience



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* **Complexity:**