



CLASS TITLE: Information Systems Manager

CLASS CODE: L21323

LOCATION: Headquarters

SALARY: PG 22, \$71,870 - \$89,837

OPENING DATE: April 19, 2017 CLOSING DATE: May 2, 2017

Summary Statement

Incumbents in this class are responsible for the development, implementation and management of a Department's information/data processing resources.

Nature and Scope

The incumbent, a civilian, will function with general direction from the Lieutenant Colonel of the Delaware State Police, a sworn position. The area of responsibility is division-wide providing information technology resources, solutions and expertise for divisional operations and administration. Class incumbents ensure cost effective application of information/data processing resources through analysis of current and potential uses; coordination of existing systems; avoidance of duplication and enforcement of standards and procedures for acquiring and maintaining information resources. Significant responsibilities include the design or technical oversight for the design and operation of the State Police network, all devices connected to or operated independent of the network and all software applications. In addition, an incumbent organizes and encourages division-wide participation in user groups and office automation committees; an example would be statewide interaction with other criminal justice practitioners or technical oversight agencies such as DTI. Typical contacts will include all levels of Department management, Divisional management, system users including those from other departments, DTI management and vendor representatives.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Plans the coordination and integration of all data processing/information resources throughout the decentralized division, coordinates with departmental resources, DTI and other state and federal agencies.
- Develops, implements and maintains progressive data processing capabilities throughout the *division* to include the design and modification of a data center and associated network.
- Develops, plans and implements major software enhancements, applications, security updates, service packs and monitors their performance and impact to the agency.
- Establishes standards for hardware and software selection bearing in mind the need to keep technology consistent with the statewide information management system; recommends and coordinates procurement of data processing system hardware and software.
- Trains and develops staff personnel in the procedural use of information/data processing resources.
- Implements special projects, responding as needed to various requirements for information not otherwise provided by current system capabilities.
- Recognizes trends and opportunities to develop or acquire new technologies and makes recommendations to pursue these technologies to complement the mission of the Delaware State Police.
- Supervises technical personnel, manages their time to balance the needs and demands of the organization and allocates sufficient personnel resources within his/her control to meet the statutory responsibility and growing demands of the State Police.
- Provides regular updates to Executive Staff supervisor of the needs of the IT Section, their cost, available options and implementation strategy, overall plans and vision for the future.
- Manages the financial accounting for the IT demands of the agency as a cost center manager, prepares the division's technology budget and presents and defends requests for funding initiatives.
- Acts as a subject matter expert internally and externally to the Division and represents the agency when called upon to do so at special meetings, conferences or events.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of principles and practices of fiscal management and budgetary policies and procedures as it pertains to planning, input and systems development.
- Knowledge of state and federal laws, rules and regulations applicable to areas of responsibility.
- Knowledge of supervisory principles and practices.
- Knowledge of human resource management as it relates to staffing structure and employee development.
- Knowledge of multi-processing capabilities and multi-system capabilities.
- Skill in oral and written presentation of complex, technical information in a format appropriate to the level of audience comprehension.

- Skill in developing consensus; mediating diverse and opposing priorities.
- Skill in management information resource analysis, development and application.
- Skill in organizational analysis, planning and development.
- Skill in procedural analysis, administrative control, records management and work simplification.
- Ability to forecast use of data processing resources based upon management information resource analysis.
- Ability to develop guidelines and procedures for the installation, maintenance, monitoring and evaluation of an operating system.

Job Requirements

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Three years' experience in information technology project management which includes planning, scheduling, staffing, coordinating, controlling, monitoring, evaluating and reporting on status of IT projects.
2. Three years' experience in designing, developing and maintaining information systems.
3. Six months experience in strategic planning which includes planning and mapping a path between the present and future usually for three to five year increments by determining key objectives, how to accomplish these key objectives, what strategies should be used, what activities would contribute to accomplishing these key objectives and developing performance measures to gauge and report progress or success.
4. Six months experience in budget management and fiscal control which includes managing an appropriation and available revenue and maintaining, monitoring, projecting and controlling a budget within set policies and procedures.
5. Two years' experience in staff supervision of more than six employees with diversified technical skill sets which includes to plan, assign, review, discipline, recommend hire, promotion, termination and administer performance plans and reviews.

A bachelor's or advanced degree in information technology, business administration or relevant management discipline. Progressive work experience can be a substitute for academic qualification.

CONDITIONS OF EMPLOYMENT:

Direct deposit of paychecks is required as a condition of employment. Applicants must be legally authorized to work in the United States. A satisfactory criminal background check is required as a condition of employment.

APPLICATIONS:

Please submit a Delaware State Police civilian application to:

DELAWARE STATE POLICE, Human Resources Office, P.O. Box 430, Dover, DE 19903

Applications can be found at our website at:

<http://www.dsp.delaware.gov/employment.shtml>

Applications can also be found at any troop or at our Headquarters at 1441 N. Du Pont Highway, Dover, DE 19903

Attachments to Applications:

- Please do not submit copies of evaluations, letters of reference, training certificates, or college transcripts unless requested.
- Applications or additional information will not be accepted after the closing date.
- Resumes will not be accepted unless accompanied by a Delaware State Police Application.

Accommodations:

- Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an auxiliary aid or service please call (302) 739-5458. TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

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