

The Maryland-National Capital Park and Planning Commission

TITLE: Information Technology Systems Manager GRADE: 32 DATE: 4/14/2021
SERIES: Information Technology CODE: 1327 EEO: Professional FLSA: Exempt

Class Definition:

Under general direction, manages an information technology unit; ensures work program and unit effectiveness. Supervises unit staff and oversees the work of consultants and contractors; executes project management for major information technology systems in one or more technology areas of hardware, software, network, communications, systems, support, analysis, and specialized systems (geographic information systems, permitting, enterprise asset management) which provide services to a major department or group of departments. Responsible for planning, organizing, reviewing and evaluating work of information technology staff; analyzing short- and long-term technology needs. Participates in development of department technology work program and budget and provides technical expertise and support in assigned area; designs, develops, evaluates and tests systems, hardware, software and databases, individually or in conjunction with consultants and staff. The work program has substantial Department-wide impact and ensures adequacy and effectiveness of services provided by the unit; and identifies, diagnoses, and resolves technical problems. Some work is highly confidential or highly sensitive. Serves as member of the Division's management leadership team. Applies extensive knowledge of computer science/information technology principles, practices, procedures and applications, systems analysis and design, project management methods and principles, and knowledge of project management and administrative management altogether to ensure unit products and services are effective. Performs various types of data, operational and supervisory analyses to ensure adequacy, accuracy and effectiveness in assigned functions. Interacts with people inside and outside the organization to exchange information, coordinate, instruct, guide, advise, obtain agreement or compliance, present and defend, convince or persuade or achieve other desired actions. Meets the FLSA standard for exemption as a supervisor. Performs other duties, as assigned.

Work is assigned in terms of functional responsibilities, goals, priorities or resources. The incumbent plans and manages all unit work within this framework and is held accountable for provision of effective information technology products and services including soundness of advice and achievement of unit goals. The incumbent is expected to keep the supervisor informed and to seek assistance only for highly complex or very sensitive matters. Work is expected to be highly effective and is evaluated in terms of achievements, teamwork, customer service and other factors such as skill and ingenuity in overcoming technical and non-technical problems including intra-agency and interagency coordination problems.

Examples of Important Duties (Estimated Percentages):

1. Unit Management/Staff Supervision. (±34%)

- Manages an Information Technology work program and unit. Keeps unit staff informed of Commission policies and procedures; establishes work program goals and objectives; sets work standards; enforces work rules; plans, schedules, assigns and reviews the work of the unit. Provides input for, and recommends and administers approved unit budgets (controls expenditures); manages unit staff and other personnel in support of programmatic objectives and operational requirements; monitors work operations; ensures oversight of the work of consultants and contractors.

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- Performs a full range of supervisory human resource (HR) management functions, unit wide. Initiates or recommends official personnel actions such as recruitment, selection and transfer; selects or helps select staff; trains and develops staff or ensures staff training and development; mentors and coaches; counsels or disciplines; approves or disapproves leave; ensures adherence to equal employment opportunity (EEO) requirements and pertinent Commission policies and procedures; establishes and communicates objectives and expectations, and evaluates performance.
2. Core Program Management Functions (±33%) – assigned functions vary by position
- Project Management. Works with project management staff to develop and execute departmental and enterprise information project programs to develop and oversee work plans for projects and initiatives; identifies project objectives, key milestones, target dates, and resources required. Monitors project performance; notifies supervisors or others of deviations from project plans. Collaborates with staff, vendors, managers and others in accomplishment of program development goals.
 - Systems Management. Manages a team with tools for tracking, assigning and monitoring status of tasks; ensures accuracy, reliability, integrity, proper operation, and adequate system documentation. Develops solutions to complex issues that require a high level of ingenuity, creativity and innovation. Expert in network operations center (NOC) systems and operations; including reporting of operational and statistical data. Responsible for meeting all systems-related service level agreements and performance standards.
 - Technical Standards. Reviews staff technical work for conformance with standards and accepted techniques and work methods. Provides technical assistance; identifies, diagnoses and resolves technical problems.
 - Research and Analysis. Conducts or oversees complex analyses of business processes, workflows, requirements and data management problems to define or re-engineer automation needs. Coordinates and/or participates in the design, development, and implementation of new systems using standard methodology and practices including a variety of programming languages and tools. Determines feasibility of systems; researches and identifies new developments in computer hardware/software and evaluates cost/benefits.
 - Information Databases. Oversees and/or manages one or more major databases or data warehouses (e.g. geographic information systems, land records, development reviews, permitting and other similar databases). Provides technical expertise in implementation and maintenance, database design, application scripting, modeling, and data processing. Designs, implements, and documents backups, archives, and procedures; develops and implements strategies for data management and distribution. Coordinates efforts to link existing databases with external systems and vendor applications; ensures data integrity. Coordinates and/or performs data conversion, maintenance, and quality control of data transfers.

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- Programming. Oversees and participates in the programming, modification and integration/adaptation of multiple platforms, networks, hardware and software environments; includes implementation and configuration of commercial and custom developed software products and tools.
- Web and Cloud-Based Technology. Provides oversight of web site design and applications and provides management associated with the implementation of cloud-based storage and data access solutions. Researches potential applications and advises staff; recommends policy for internet/intranet access and usage.

3. Other (±33%)

- Develops and implements long range automation plans for department; develops and recommends implementation strategy for applying latest technological developments for improving productivity and service. Serves on committees to exchange information and make recommendations about new equipment and software for department.
- Provides expert knowledge of system level products for highly specialized area of technology; such as: Relational Database Management Systems Database Administrator (RDBMS), Systems Integrator or GIS expert. Maintains up-to-date knowledge of technology trends, systems and hardware and software availability and capabilities through training, journals and other sources. Operates computers proficiently with advanced knowledge of core software used in the Commission such as email, word processing, spreadsheets, presentation software and graphics.
- Oversees vendor maintenance contracts; participates in developing service specifications and contracts; monitors vendor performance and recommends changes in vendors as necessary. Selects/recommends appropriate hardware and software; selects/recommends vendors and consultants for installation of systems.
- Participates in development of departmental budget; monitors and accounts for unit expenditures. Represents division, department and Commission on committees, task forces and meetings.
- Communicates and interacts effectively with business contacts. Establishes and maintains or enhances working relationships, including teamwork. Prepares written justifications for suggested procurements; makes oral presentations at meetings.

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Important Worker Characteristics:

- A. (1) Extensive knowledge of (a) computer science/information technology principles, practices, procedures and applications; (b) systems analysis and design; (c) project management methods and principles; (d) technical methods and practices; (e) computer applications design, development and maintenance methods; (f) database management systems (RDBMS) and database design and management; (g) geographic information and land records systems; (h) network systems including network architecture, standards and protocols; (i) network and computer operating systems and application hardware, preventative maintenance and troubleshooting; (j) best practices of network architecture, security and protocols.
(2) Knowledge of Commission organization, policies, and procedures*.

**Typically acquired or fully developed primarily after employment in this job class.*

- B. Extensive skill and ability in (1) providing project support; (2) technical work of assigned area where appropriate; (3) integration of data between diverse systems; (4) Coaching, guiding, managing professionals and technicians; (5) working with various operating systems on various technology platforms; (6) use of spreadsheets, word processing, graphics, communications, database management systems and integration of data between diverse systems; (7) develop, implement, and monitor short- and long-term work plans; (8) Develop, implement, and monitor technical work standards.
- C. Knowledge of, and skill in, (1) planning, assigning and reviewing work, (2) budgeting, using capital and managing resources to accomplish work, and (3) managing work and supervising employees at the first level of supervision; or rapidly acquire this knowledge and skill set; this includes knowledge of, and skill in applying, HR management and EEO principles and practices.
- D. Considerable skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes skill in recognizing subtle aspects of problems and making recommendations and decisions. Examples include diagnosing and resolving technical problems; analyzing, designing, developing, implementing, and overseeing operation of information technology systems; assimilate information and arrive at reasonable course of action.
- E. Skill in communication to understand verbal and written information (including facts, assertions and arguments), draw inferences, form hypotheses and develop logical arguments, and to express such information so that others will understand and, in some situations, agree, comply or take other desired action(s). This includes skill in actively listening to ascertain key information, including perspectives, concerns, wants and needs of others, and in communicating effectively to obtain agreement, compliance or other desired results. Examples include writing system needs and requirements analysis documents; reading, interpreting, and applying technical instructions from manuals and documentation.

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- F. Interpersonal skills to interact with business contacts in a businesslike, customer service-oriented manner; this includes establishing and maintaining working relationships and working as a member or a leader of a team.
- G. Skill in using a computer, modern office suite software (such as MS Office), enterprise software and specialized software.

Minimum Qualifications (MQs):

1. Bachelor's Degree in Computer Science, Information Systems, Geographic Information Systems, Data Sciences or any related field.
2. Six (6) years of progressively responsible information technology experience.
3. An equivalent combination of education and experience may be substituted, which together total ten (10) years.

Working Conditions

Works in an office setting. Work is primarily sedentary and requires light physical effort. May be subject to various job demands such as high volume of work and tight deadlines.