STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Senior Information Technology Specialist **Class Code: 10727**
Pay Grade: GL

A. Purpose:

Provides wide scale, statewide information technology services to ensure efficient integration and operation of information systems for all of state government. Serves as a state authority and spokesperson on specific state government projects and processes and is a major resource for the implementation of new technologies and processes.

B. Distinguishing Feature:

The Senior Information Technology Specialist provides client relationship, project management or technical expertise for information systems integrated across multiple agencies. Assignments have highest visibility and significant impact on state government or operational areas of multiple agencies.
The Information Technology Specialist serves in one or more specialized roles in the areas of client relationship, business analyst, technical expert and project management. At this level, the incumbent is assigned systems and projects with high visibility that impact an entire agency.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Serves in a client relationship role between an agency of state government with a statewide scope and the central information technology organization.
   a. Provides agencies with a contact to facilitate an effective response to their requests and concerns.
   b. Identifies, defines and recommends analysis and development projects based on goals and objectives of the statewide agency.
   c. Proactively initiates ongoing dialogue with clients to understand changes or potential changes to client's business and ensures that IT service issues are resolved.
   d. Expedites resolution of agency problems/complaints.
   e. Identifies issues/trends and escalates where appropriate.
   f. Develops recommendations for agency IT budget amounts.
   g. Assists agencies with the setting of their IT priorities and incorporating those priorities into their IT strategic plan.
   h. Assists agencies with transition to new processes and technologies.

2. Oversees and directs project managers to ensure projects with multi-agency impact are carried out and completed effectively using quality project management policies.
   a. Establishes, reviews and recommends project management methodology.
   b. Oversees, directs and mentors project managers or project consultants to ensure that quality project management practices are followed.
   c. Serves as project manager on critical high-risk projects spanning multiple systems or agencies.
   d. Manages risk assessment and mitigation plan.
   e. Develops and maintains project plans and timeframes for project teams.

f. Evaluates and estimates project costs.
g. Monitors progress of team members.
h. Monitors project milestones and resource utilization, requesting additional resources as needed.
i. Manages project scope and provides change management.
j. Conducts post-project evaluation.

4. Oversees and directs other business analysts to ensure that quality business modeling practices are followed.
   a. Establishes, reviews and recommends business process modeling methodology.
   b. Oversees, directs and mentors other business analysts.
   c. Provides business analysis on projects over functional areas that cross multiple agencies.

5. Serves as a technical expert for the central information technology agency to communicate future trends and initiatives and how they may impact the IT architecture including standards, infrastructure and processes.
   a. Defines and documents current and future statewide architectural models.
   b. Initiates implementation of new tools and technology in major projects and advises senior management on implementation of major projects.
   c. Defines architectures of systems that cross platforms.
   d. Seeks out, researches and recommends new tools and technology that affect all development areas and implements that technology into state government.

6. Performs other work as assigned.

D. Reporting Relationships:

Reports to a technical administrator. Provides work direction and mentoring to other IT staff. Provides oversight to ensure established methodologies and practices are followed.

E. Challenges and Problems:

Challenged to represent an agency whose business processes impact numerous other agencies and IT systems. These agencies are made up of many diverse organizational units, each with their own unique agency mission, IT needs and priorities. Further challenged to continuously review and improve the standard business process management methodology, ensure it works for all state agencies, is being properly applied by all business analysts and implement and perform quality control/quality assurance procedures.
Also challenged to evaluate business process models from many agencies to identify opportunities for shared IT investments.

Continuously reviews and improves the standard project management methodology and establishes project management rigor criteria guidelines to be applied to projects of different sizes and complexity and ensures that the project management methodology is properly applied by all project managers by implementing and performing QC/QA procedures; and manages projects that can span agencies and have high visibility, impact, or risk.
Challenged to serve as an expert source of knowledge for new technologies in the industry and establish standard technologies for the central information technology organization that are appropriate for state government.

Typical problems resolved include conflicting priorities between multiple agencies; methodologies that consume resources disproportionate to the return on investment, fail

to provide adequate information needed for process analysis or make process improvement difficult.

F. Decision-making Authority:

Decisions made include how to develop a trusting partnership with agencies, when to bring multiple client agencies together and who to involve in meetings, when to elevate issues and who to elevate them to; what recommendations to make to agencies regarding their business processes and IT priorities, how to interpret and analyze business process that cross agencies and how to define the business analysis methodology to be used by other business analysts; how to manage projects, direct the work of other project managers and define and implement the Project Management methodology to be used by other project managers; how to present technical information and introduce new technology into the state, what 'best practices' will be recommended to other technical experts who are building applications, and architecture best practices.

Decisions referred include what process improvements to implement, areas of the business area to analyze and final approval of the BA methodology; what projects to manage and final approval of the PM methodology; and technology projects to research and final approval of new state technology.

G. Contact with Others:

Daily contact with IT staff from many functional areas to discuss technology problems and strategies, and with clients and management from multiple agencies to provide project management and business area analysis and to discuss systems needs and design; occasional contact with outside vendors to discuss changes or problems affecting technology tools and software, and with other entities or government agencies outside state government to coordinate and integrate technology solutions.

H. Working Conditions:

Typical office environment, subject to on-call or after-hours work to resolve system problems.

I. Knowledge, Skills, and Abilities:

Knowledge of:

- business processes and data that are shared across state government;
- tools and technologies available to meet multiple client information system requirements;
- data administration policies and standards;
- statewide information systems integration and operational characteristics.

Ability to:

- communicate effectively with diverse groups of clients;
- understand the overall impact of system design on the state's data management goals;
- provide effective project management;
- apply advanced principles, theories and concepts;
- contribute to the development of statewide technological principles and concepts;

- build consensus across state agencies.