STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Public Safety Data Systems Manager   **Class Code: 13500**
                                                         Pay Grade: GK

A. Purpose:

Serves as the Data Systems Manager for the Department of Public Safety (DPS) to conduct research, lead data projects, and provide effective solutions to best fit the data system needs of the department.

B. Distinguishing Feature:

The Public Safety Data Systems Manager manages the implementation and development of DPS data systems such as TraCS, Panasonic Arbitrator, ASPEN, ledsSuite, ARIS 360, Nice Recording software, EMStat5/Med-Media, CertScan, Inspection Program database, Claritus security badge software, Organ Donor Registry Software, Driver's License modernization program, and the Driver License program's automated knowledge testing equipment.

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. Manages and implements technological and business projects for DPS to ensure operational needs are met.
   a. Provides vendors with relevant information about the existing computer systems and operations to ensure all DPS needs are met.
   b. Delivers overall project plans for large, high visibility projects for the department.
   c. Serves as the primary lead and expert for agency-wide systems involving technological applications and large scale projects.
   d. Identifies subject matter experts from within DPS to develop data system requirements.
   e. Coordinates and facilitates meetings with subject matter experts to discuss and resolve issues related to data systems and other problematic areas.
   f. Monitors issues with vendors to ensure DPS receives resolution and clarification of concerns and problems.
   g. Educates staff on possible policy changes and the implications to data system implementation.
   h. Identifies and applies relevant policies and procedures to comply with DPS policies or offers suggestions to better align the policies with agency practice.
   i. Drafts and participates in negotiations centered on the adoption of the data system programs and large scale projects.
   j. Develops and manages the information technology budget for DPS.
   k. Establishes a staff training curriculum on data systems and other appropriate programs.
   l. Provides ongoing staff training following program implementation due to turnover and in response to system enhancements and revisions.
   m. Analyzes and implements suggestions for program enhancements.
   n. Approves suggested program enhancements based on the future needs of DPS.
   o. Facilitates business analysis to specifically identify DPS components and processes, thoroughly understand data systems and make the translations and connections between DPS components/processes and data system capabilities.
   p. Identifies and creates solutions within operations or computer processes when users are not satisfied with system applications.
   q. Advocates the use and full implementation of purchased and developed data systems.
   r. Develops and maintains DPS strategic plan for the use of computer support.
   s. Establishes and coordinates data system entry standards.
   t. Prioritizes implementation issues and seeks appropriate resolutions.
   u. Oversees report generation and development of report logic.
   v. Manages data conversion process for data system upgrades and new system implementations.

2. Manages existing DPS and other computer applications to ensure those systems are enhanced and upgraded.
   a. Assigns permissions to new DPS staff and contract staff who need to access Citrix.
   b. Trains staff members to use applications.
   c. Works collaboratively with other state agency staff and DPS field staff.
   d. Monitors existing computer program problems and enhancement work orders.
   e. Prioritizes enhancement projects and ensures they are being programmed, tested, and completed in a timely manner.
   f. Tracks and manages contract staff user agreements.
   h. Manages DPS documents and shared project folders on shared computer drives.
   i. Assists other state agencies in understanding the reason for the data system enhancements and upgrade requests.

3. Maintains codes and forms in various applications and programs to ensure effective operation.
   a. Adds additional codes when appropriate.
   b. Modifies forms to address changes in policies and procedures.
   c. Develops queries as required.
   d. Routinely assists the Bureau of Information and Telecommunications in trouble shooting various components of DPS applications and infrastructure.
   e. Supports application software by diagnosing issues, fixing problems, and understanding enhancements functionality.

4. Manages special DPS projects on an ongoing basis to ensure objectives are met.
   a. Manages and coordinates the proximity card reader project.
   b. Negotiates hardware components.
   c. Administers and directs resources from other state agencies.
   d. Creates specific staff groupings.
   e. Delegates clean-up of data to departmental staff.
   h. Develops objectives and problem solving frameworks.
   i. Summarizes issues and develops solutions.

5. Performs other work as assigned.

D. Reporting Relationships:

This position reports to the DPS Deputy Secretary and does not directly supervise, but provides work direction relative to data systems to managers and staff in almost all areas of DPS operations.

E. Challenges and Problems:

Challenged to prioritize the many suggestions, requirements, and improvements gathered by DPS staff regarding data systems and other projects. Additional challenges include maintaining development and implementation timelines while allowing staff adequate time to test enhancements and system functions; coordinating all available resources between other departments, vendors, and DPS; working collaboratively with vendors to ensure projects progress on time and within budget constraints; understanding a wide variety of technical divisions; and locating and absorbing technical materials in order to produce logical outcomes for the department.

F. Decision-making Authority:

Decisions made include the overall direction of all phases of the implementation of data systems and other projects. This position acts as the primary contact for projects and is responsible for the continued progress towards successful implementation of data systems other projects. This position also decides what level of use and permissions will be given to employees using the data systems.

Decisions referred include final monetary and budget issues and any modification or enhancement of

programming needed for projects for which additional budget is needed.

G. Contact with Others:

Daily contact with users and testers regarding changes to existing DPS systems, ideas for enhancements, problems, and/or solutions to any problems they are experiencing. Daily contact with vendors, BIT to discuss pending issues and their resolution, and DPS Senior Staff to give updates, discuss changes, seek advice, and discuss issues with the implementation of new programs. Weekly contact with other agency staff; monthly contact with vendors of related systems.

H. Working Conditions:

Typical office environment.

I. Knowledge, Skills and Abilities:

Knowledge of:
- DPS operations;
- policies, rules, and statutes governing DPS operations;
- DPS computer program operations;
- computer sciences;
- information technology.

Ability to:
- assign tasks and direct the work of others;
- diagnose and resolve computer related problems;
- provide technical expertise and coordination;
- research new technologies;
- establish and maintain effective working relationships;
- communicate effectively with others;
- provide effective project management;
- understand complex processes and apply processes to DPS business operations;
- make recommendations.