



Technology Engineering Career Family LEVEL DESCRIPTIONS

PURPOSE

Jobs in this family perform technology engineering work that involves the development and application of technical expertise in one or more Information Technology (IT) disciplines and significant interface with clients, vendors and other technologists to support the State of South Dakota's technology direction and infrastructure. This is accomplished through the development, test, installation, administration, and maintenance of computing platforms, data storage facilities; networking technologies; security; RF technology; data management; survivability management; configuration management; contract and vendor management; and technical consultation to clients, leaders, and other technologists. The jobs in this family are also responsible for helping to develop and advance a long-range vision of how IT will support government and government services, including enterprise-wide architecture development, research, development, and implementation of new technologies, IT standards and policy creation, capacity planning, quality assurance, security/risk management, business continuity and project management.





Technology Engineering Career Family LEVEL 1 DESCRIPTION - Managerial Track Class Code: 806111 Exempt Technology Engineer Manager I

Summary

Oversees a small team or unit comprised of technology engineering staff, providing day-to-day supervision and acting as a technical resource. Work at this level requires in-depth knowledge of the technical area supervised, familiarity of all IT functions and services, an understanding of architectural issues encompassing the work carried out by assigned staff; an ability to address staff and complex technology engineering issues; an ability to make operational decisions within delegated authority; and an ability to participate in budget management and vendor and contract management. This role is the first level of supervision where the employee has both technical and full administrative responsibility for staff. This role has full technical responsibility for the results of the unit's efforts and for the effectiveness of its overall integration with other units.

Nature of Work

- Aligns work with management goals and objectives and accordingly establishes goals and expectations for team/unit; establishes best practices for team/unit managed; exercises judgment and influence on key technical decisions (e.g., standards and policies, environment selection, architecture and data flows, technical solutions) within assigned area; identifies more effective and cost efficient approaches for delivering service that may include changes in technology, structure, roles, and/or processes.
- Justifies needs for project resources and manages assigned budgets to ensure proper expenditure of funds; approves acquisition of resources within established delegated authority.
- Plans, allocates, utilizes, and integrates available resources (e.g., staff and physical and software technologies) across area of responsibility to meet identified priorities, including resources controlled by contractors, providers, etc.; adjusts resources as necessary to plan for or react to shifting priorities; allocates appropriate staff to priorities based on skills and responsibilities.
- Creates a positive work environment that maximizes the strengths of members and focuses on individual and team developmental areas in order to increase the capability of staff and to ensure work quality. Reviews work and monitors progress and performance of activities and projects, provides guidance and coaching, and motivates on an individual and team level to ensure completeness and soundness of work and achievement of goals.
- Participates and engages in effective people management activities such as recruitment, interviewing, hiring, new employee orientation, training and retention, and personnel actions such as performance reviews and discipline to ensure competent staff.
- Maintains up-to-date knowledge of technology engineering concepts and approaches; researches and evaluates the applicability of new products and technologies. Provides technical guidance to team and helps solve difficult technical problems; analyzes cross-technology/platform issues.
- Engages in individual contributor work duties and activities consistent with the level of members supervised; sets priorities and assigns or re-arranges work and projects; evaluates, reviews, and approves the technical feasibility of proposed solutions to issues, basic infrastructure subset designs, and routine production implementation recommendations.
- Manages or directs management of projects and ongoing work responsibilities; formulates project plans and develops a direction and plan for meeting identified goals and objectives; develops documentation for project planning; tracks progress and provides status reports to upper management.
- Participates in the development of RFPs and RFIs; serves as a member of the evaluation committee and recommend final approval.
- Participates in contract negotiations and manages contracts.
- Establishes relationships with vendors and interacts on a day-to-day basis to address both technical and administrative (e.g., billing) issues; gains an understanding of vendor roadmap to determine feasibility and possible direction for the State.
- Understands client needs and their impact on the technical direction of a solution; gains a deeper understanding of the client business processes.
- Collaborates and communicates across disciplines to ensure that everyone contributing to or affected by the activities of the team/unit are informed as well as to obtain information and resources for the team/unit.
- Serves as a spokesperson internal to state government to resolve issues or address challenges (e.g., disaster recovery; incident management; post mortem); implement technology change, including preparation and education; and coordination of efforts.
- Serves as a change agent and educates staff on new technologies or changes within BIT; communicates critical information to ensure compliance and advancements in methods and techniques.

Competencies

- Displays Integrity & Commitment
- Acts Decisively
- Builds Strong Alliances
- Demonstrates Astuteness
- Builds Competence
- Exercises Due Diligence
- Focuses on Customer Needs
- Achieves Successful Results
- Communicates Powerfully
- Develops Successful Teams

Job Knowledge (typical education/experience preferred for entry into the level)

Typically requires a degree in a technology engineering or related field plus 8 or more years of progressive technology engineering experience including evidence of people skills and abilities.

Career Development

This role provides the opportunity to begin a leadership career with the State through delegated authority to lead a team, to provide direction, to motivate, to mentor, to impact team performance, and to establish the culture of the team. Opportunities at this level involve impact on team and technical procedures, processes, and standards; more in-depth and regular interactions with higher level management, including participation in management decision making; increased client contact; exposure to budget and resource management; and management or direct the management of technology engineering projects.

To develop proficiently in this role, it will be important to shift focus from performing individual contributor work the majority of the time to a more balanced focus on leading a team and engaging in the work performed by team members. It will also be important to seek answers, guidance, and training to address one's gap in knowledge and abilities regarding the nuances of this role, including interpersonal skills in leading and motivating a team of diverse personalities and abilities, personnel rules and regulations, resource management, budget management, reporting, and decision making authority; develop effective communication strategies in accordance with the audience; be comfortable in an environment that presents a new challenge daily; and strengthen relationships within BIT and with clients.