



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 2 DESCRIPTION - Managerial Track Class Code: 806112 Exempt Technology Engineer Manager II

Summary

Directs multiple or a large team of technology engineers. Employees in this role have both functional and administrative responsibility for the execution and success of multiple activities and projects; future planning of assigned area(s), including consideration of technology needs; and development and execution of resource plans and budgets. Work at this level requires thorough knowledge of the technical area(s) managed, an understanding of the current and future technology architecture; working knowledge of state government areas and services; an ability to address broad operational issues; and the authority to make annual operational decisions within the context of longer-term planning.

Nature of Work

- Understands and clearly articulates technology engineering goals for assigned area as context for tactical operational planning; participates in the development of the larger BIT vision and provides input in the strategic planning process.
- Instills a sense of vision and direction in teams and creates a positive work environment that leverages the strengths of members and focuses on individual, team, and BIT technology engineering-wide developmental areas in order to increase the capabilities and ensure operational availability, data integrity, and business continuity; assigns staff to priorities based on skills and responsibilities.
- Establishes a culture of innovation, encouraging and rewarding new approaches that improve efficiencies, effectiveness, quality, and service value; identifies and implements more effective and cost efficient approaches for delivering service, that may include changes in technology, roles, and/or processes; continually improves work procedures and processes for area(s) managed to strike the optimal balance between performance, client requirements, and cost management.
- Maintains conceptual understanding of assigned technology engineering discipline(s) and strong knowledge of architectures and strategies across BIT; develops business continuity and disaster recovery plans; may research and evaluate the applicability of new products and technologies or own ideas; leads or participates in division or bureau-wide projects.
- Maintains recognition as thoroughly knowledgeable about the business areas supported including their strategies, functional processes, and dynamics; factors this knowledge into decision-making regarding technology enhancements, out of cycle production implementations; and problem resolution strategies.
- Creates and approves complete RFPs and RFIs; serves as a member of the evaluation committee; negotiates terms and conditions and manages contracts, including when to renew or not; resolves contract disputes; and approves SLA course of action.
- Partners with senior management in approval process for small projects and sets statewide prioritization; manages multiple projects, usually through supervision of project leaders, including establishing plans, prioritizing initiatives and ensuring resources and organizational structures are in place and operating effectively; anticipates and proactively resolves conflicting needs; manages organizational challenges and obstacles to success for key projects; tracks and communicates consolidated progress.
- Integrates the potentially diverse needs of many clients and stakeholders and successfully manages varying perspectives; coordinates efforts between divisions; communicates with key stakeholders to monitor and facilitate satisfaction; monitors project leader communications with clients, mentors and ensures project deliverables meet specifications.
- Serves as a spokesperson both internally and externally 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. Represents the State at the national level; may provide press communications.
- Delegates supervision and/or integrates activities across teams with the aim of accomplishing goals while balancing priorities, business requirements, costs, standard practices, and staffing; creates synergies between teams; assigns staff to other BIT areas.
- Manages and engages in effective people management activities such as recruitment, interviewing, hiring, training and retention, including personnel actions such as performance reviews and discipline to ensure adequate and competent staff.
- Develops budget and rate level recommendations; manages budget(s) to achieve objectives, analyzes reports, and ensures proper expenditure of funds and cost recovery.

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 10 or more years of progressive technology engineering experience, including 2-4 years experience managing others in a supervisory capacity or significant evidence of people skills and abilities, budget awareness, and effective communications.

Career Development

This role provides the opportunity to strengthen leadership abilities and make a primary commitment to management with full personnel authority; lead and build multiple effective teams or a large team of professional staff, including setting the direction and establishing the culture of the teams; gain pride from facilitating others' success and impact career development; delegate supervision; learn budget development and fiscal management, including vendor/contract management; and influence BIT vision and strategic planning.

To develop proficiently in this role, it will be important to identify what motivates key stakeholders, peers, and employees; delegate responsibility and focus primarily on leading and providing direction, including accepting that one will no longer be the "technical expert"; accept responsibility for team performance and support team needs and decisions; recognize bench strength and gaps in abilities and utilize information to develop talents and skills of the team and to effectively recruit; create an environment in which employees want to come to work; research and utilize others expertise to form decisions, exercise sound judgement, and develop a solid vision and direction; develop strategies or approaches for conflict resolution; strengthen key relationships and organizational awareness; and listen and communicate effectively in order to inform, educate, influence, and ensure understanding.