

STATE OF MONTANA

JOB DESCRIPTION

Montana state government is an equal opportunity employer. The State shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

Job Title: Infrastructure & Operations Bureau Chief **Position Number: 20030**

Location: Helena **Department: Transportation**

Division and Bureau: Information Services Division / Infrastructure & Operations Bureau

Section and Unit: n/a

Job Overview:

This position is responsible for all three tiers of Infrastructure and Operational support for the agency. Tier one is Customer Support, which is MDT's first line of information technology support for all agency staff. Tier two is End-Point Management and Software Delivery which is responsible for the hardware and software packaging. Responsible for the deployment, setup, configuration, installation, and testing; and mobile device procurement and inventory management. Tier three is Server and Network Support which is responsible for the installation and support of server operating systems and infrastructure of the statewide MDT network and vulnerability management. Recommends, develops, and enforces strategic plans, policies, and procedures for all program functions, and manages the infrastructure portfolio and hardware/software asset management needs of the agency. This position is one of the department's liaisons between MDT and SITSD technical staff. This position reports directly to the MDT ISD Division Administrator and supervises two section supervisors.

Essential Functions (Major Duties or Responsibilities):

Program Administration – 50%

- Considering existing and future business processes and technology needs, develop and implement short and long-range plans, objectives, and standards impacting Infrastructure and Operations.
- Represents the division on a variety of department and enterprise-wide technical committees responsible for Information Technology at MDT and for the State of Montana.

- Is the department's liaison between MDT and SITSD technical staff.
- Responsible for vendor and contract management, software and hardware management and procurement, and budget management.
- Responsible for reviewing and providing guidance on all agency Information Technology Procurement Requests.
- Responsible for legislative activities including reviewing proposed legislation, developing fiscal impact statements, and providing agency testimony when required.

Strategic Planning – 30%

- Works with the Division Administrator and other members of the Senior Management Team on workforce development and planning, strategic planning, budget, technology initiatives, and industry best practices.
- Researches and evaluates critical management issues affecting the bureau or division statewide operations and activities to identify current or anticipated deficiencies, opportunities, and innovative approaches to meeting continually changing operational, technical, statutory, and program requirements.
- Develops policy initiatives designed to reflect current and anticipated division needs, statutory requirements, and best management practices. Ensures policies comply with applicable state and federal regulations and funding guidelines and promote efficient and cost-effective systems and processes for MDT employees and partners.
- Analyze alternative management strategies, new technologies and standards, changing legislation, budget and workforce adjustments, and other factors which could benefit the bureau and the division. Presents summary management and policy recommendations to the Division Administrator. Explains and justifies initiatives based on Division needs; internal and external business environments, opportunities, and impediments; State and federal requirements; professional standards; emerging technologies; and other considerations.
- Develops, monitors, and implements management action plans used to implement and address audit issues. Summarizes the status of audit recommendations for the Division Administrator.

Supervision – 15%

- Review and revise overall work plans, priorities, and procedures and monitoring progress through meetings and consultations. Disseminates data and promotes information exchange for support and advancement of Division and Department goals.
- Determines training needs of subordinate staff through analysis of program effectiveness; new standards, specifications, technologies, and policies; and staff performance. Prepares, presents, or coordinates training through personnel specialists, training offices, or outside consultants.

- Identify staffing needs, recruit, and hire employees. This involves ensuring compliance with state and federal employment and civil rights laws throughout the hiring process, assigning personnel screening and selection committees, reviewing results, and making final determinations for hiring, and ensuring proper training and orientation of new employees.
- Develop workforce development, staffing, succession planning, career ladder, and professional development plans, policies, and systems to ensure adequate staffing, expertise and skills are available to meet current and future agency business needs and to provide employee development and advancement opportunities and enhance bureau recruitment and retention efforts.
- Establishes objective, measurable performance standards for subordinate staff, evaluates the performance of positions directly supervised, and completes performance evaluations. Recommends, implements, and monitors corrective actions including discipline and termination. Enforces disciplinary policies to ensure consistency in the application of disciplinary actions.

Other Duties – 5%

Performs any additional duties identified by the Division Administrator or Senior Leadership in support of the Department mission and objectives. Participates in on-going training and educational opportunities as applicable.

Supervision

The number of employees supervised is: 2

The position number for each supervised employee is: 81019 and 81111

Physical and Environmental Demands:

Works in a typical office environment.

Knowledge, Skills and Abilities (Behaviors):

- Extensive knowledge of business management and public administration, strategic planning principles, analytical methods and technologies, budgeting, workforce management, and state legislative processes.
- Extensive knowledge of Infrastructure and IT Operations.
- Proven ability in program management and planning/organizing the work of other staff.
- Proficient in contract, vendor, and procurement management.
- Excellent communication and negotiation skills.
- Proven ability to manage complex Information Technology projects.

- Excellent leadership ability to lead and motivate staff within an industry of constant innovation and change.

Minimum Qualifications (Education and Experience):

The required knowledge and skills are typically acquired through a combination of education and experience equivalent to Bachelor’s Degree in information technology management, business management, computer science, information systems or a related field.

This position requires a minimum of 4 years of experience in managing Network and Infrastructure staff, strategic planning, program management, workforce development, state legislative processes, and budgeting. This position must have extensive knowledge with network servers, network storage, network communication solutions and technology, including satellite, WAN, LAN, SDWAN, disaster recovery, and network security.

Certifications, licensure, or other credentials include: n/a

Alternative qualifications include: Any combination of additional related work experience and education equivalent to the minimum qualifications.

Special Requirements:

List any other special required information for this position

- | | |
|---|---|
| <input checked="" type="checkbox"/> Fingerprint check | <input type="checkbox"/> Valid driver’s license |
| <input type="checkbox"/> Background check | <input type="checkbox"/> Other; Describe |
| none Union Code | Safety Responsibilities |

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.

Signatures

My signature below indicates the statements in the job description are accurate and complete.

Immediate Supervisor	Title	Date
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Administrative Review	Title	Date
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My signature below indicates that I have read this job description.

Employee

Title

Date

Human Resources Review

Job Code Title: IT Manager

Job Code Number: A3201B

My signature below indicates that Human Resources has reviewed this job description for completeness and has made the following determinations:

FLSA Exempt

FLSA Non-Exempt

Telework Available

Telework Not Available

Classification Complete

Organizational Chart attached

Human Resources:

Signature

Title

Date