

MIS CONSULTANT SUPERVISOR

KIND OF WORK

Supervisory, administrative, and advisory work in information systems.

NATURE AND PURPOSE

Under limited direction, performs supervisory information systems work and serves as a departmental information systems consultant by identifying information systems and training requirements; coordinating design, planning and other system decisions among interested participants; analyzing the cost/benefit of proposals; preparing and administering a divisional budget; and by supervising information systems professionals.

In addition to supervising an information systems unit, consultants serve as department-wide generalists who consult on a range of issues confronting a medium- to large-sized information systems department or they serve as a consultant in a specialized area with statewide focus and impact.

This classification differs from other supervisory systems analysis classes in the diversity of assignments and the agency size. Positions in this class require an understanding of the nature of a department's business and technology needs in order to effectively lead the analysis, design and implementation of information systems.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Identifies information systems requirements and coordinates the design, planning and other system decisions by understanding the accuracy and completeness of technical and management plans; identifying, documenting and recommending procedures and policies, performance objectives and decision criteria; directing subordinates to conduct cost/benefit analysis of new and enhanced software/hardware components and techniques; and by analyzing cost/benefit proposals so that the purchases, leases and work processes are compatible with existing systems, the agency's information needs are met in an efficient and effective manner, and the agency's business needs and goals are met.

Identifies training requirements of unit staff and agency employees by assessing current skill levels by developing individual work and training plans and by providing appropriate training opportunities so that the agency's activities are maintained and improved.

Leads the analysis, design and implementation of information systems by surveying senior management, supervisors, professional and support staff to determine current and proposed objectives; reviewing the agency's business activities and decisions to determine how these actions will impact the current information systems and procedures; cooperatively developing goals with senior management to specific information systems needs; defining and projecting current and future information systems needs; reviewing and recommending technical specifications; overseeing the preparation of alternative proposals; developing contingency plans; developing, recommending and implementing policies and procedures; developing and monitoring quality improvement measures for all functions within the unit; and by recommending decisions to senior management so that the immediate and long-range goals of the agency are met.

Analyzes cost/benefits of proposals by establishing decision criteria and by understanding the thoroughness of research and accuracy of assessments and recommendations so that decisions made regarding information systems allow for the agency to achieve its immediate and long-range goals.

Prepares and administers a unit's budget by researching or overseeing the research of cost and capabilities of hardware and software; comparing cost/benefit information gathered with objectives expressed by senior management; and by developing a detailed salary and maintenance budget so that the department's information systems objectives are met.

Directs the unit's IS professionals (e.g., Information Technology Specialists 1-5) and non-technical staff so that they effectively perform their assigned job duties and contribute to the agency's goals and objectives by selecting appropriately skilled and experienced employees; rewarding or disciplining employees; recommending promotion, suspension, discharge or change in status; and by training and directing employees in the execution of their job duties.

Provides expert advice to internal or external IS professionals and senior management to expand their knowledge of or responsibility for maintaining and developing systems so that current and new systems meet agency needs by leading and/or participating on intra- and/or inter-agency teams and committees; meeting individually with appropriate persons; recommending appropriate software and hardware; and by reviewing plans and recommending solutions.

Participates in professional development activities in the areas of management and technology to better meet the needs of the department and those it serves by attending conferences, symposiums, vendor presentations, and meetings of professional societies and associations and by attending relevant classes.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

The basic capabilities of and technical operability of mainframe and personal computer operating systems, client server, databases, telecommunications systems, and other hardware and software sufficient to analyze and understand the impact of software and hardware changes on information systems so that a stable and reliable computing environment is maintained and so that the business needs of the agency are met.

A wide range of computer hardware and software technology to assess and evaluate currently available and emerging technologies sufficient to meet immediate needs and project their future reliability and compatibility.

Information systems analysis and design techniques sufficient to lead and coordinate systems development projects.

Project management sufficient to analyze cost/benefit considerations, design, plan, establish time and cost controls, monitor progress and evaluate project results.

The agency, its customers and its programs, sufficient to advise senior management on the integration of information technology with the agency's policies, procedures, programs, business goals, objectives and service delivery systems.

Principles of administration sufficient to plan, organize, direct and control the unit's human and fiscal resources to achieve full productivity under changing circumstances.

Human resource policies, procedures and labor contracts sufficient to interview and select affirmatively; assign, schedule, direct, train and evaluate the work performance of IS professionals (e.g., Information Technology Specialists 1-5) and non-technical staff.

Skill in:

Consensus building, conflict resolution, and human relations skills sufficient to make and implement recommendations and decisions when there are competing interests and multiple solutions from which to select.

Ability to:

Anticipate and analyze emerging technologies and understand their impact on existing information systems.

Lead the long-term planning process.

Plan, implement and maintain major information management efforts.

Translate technical terminology into terms easily understandable to senior management and customers.

Prepare and conduct presentations sufficient to explain, present and promote solutions and implementation plans to senior management, employees, customers, vendors and consultants.

Write reports, publications, memos and letters sufficient to clearly communicate technical subjects to a diverse audience.

Develop policies and procedures.

Recruit, build, train and maintain qualified IS staff in a field characterized by rapidly changing technology and customer needs.

Identify training requirements of unit staff and agency employees so that training requirements can be met and the agency's activities are maintained and improved.

Solve problems by using a mixture of analytical and technical skills, a high degree of technical knowledge, and an understanding of the business needs of the agency.

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T.C.:
Former Title(s):