



IT MANAGEMENT

General Summary

Chief Information Officer (CIO): The Chief Information Officer provides leadership, vision, and strategic planning in the management of personnel, budgets, and programs for all areas of information systems and technology in support of the organization's mission and business services. The CIO oversees all areas of information systems and technology, including innovation, policy, planning, design, integration, delivery, evaluation, security, compliance, incident response, and continuity.

Technical Manager (TM): Technical Managers are responsible for managing the design, delivery, and operations of services and technology aligned with the organization's mission and business. Technical Managers are responsible for the management of at least two distinct IT functional areas (e.g. applications development, network operations, systems administration, security/compliance, data management, project management, IT architecture)

IT Technology Officer

Jobcode: IXGS26

Pay Band: IF

FLSA Status: Exempt

Distinguishing Characteristics

Conduct day-to-day oversight of IT technical function(s) in an organization. Provide technical guidance to the organization and bring highly specialized knowledge and expertise to high level administrative managers, particularly in the areas of business and technical integration and innovation.

Recommended Education and Experience for Full Performance

Bachelor's degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and six (6) years of experience in at least two of the following areas: Applications Development, IT Architecture, Data Management, Network Administration, Project Management, IT Security/Compliance, or Systems Administration. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling ten (10) years may substitute for the required education and experience. At least two (2) years leading an IT team.

Minimum Qualifications

Bachelor's Degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree four (4) years of experience in at least two of the following areas: Applications Development, IT Architecture, Data Management, Network Administration, Project Management, IT Security/Compliance, or Systems Administration. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling eight (8) years may substitute for the required education and experience.

Essential Duties and Responsibilities*

1. Lead, plan and coordinate business and technical activities (e.g. application development, installing, configuring, and maintaining servers, routers, firewalls, workstations, and network equipment).
2. May be responsible for a technical group, including recruiting, hiring, training, developing, evaluating, and setting priorities.**
3. Ensure work completion within schedule, budgetary, and design constraints; make decisions about analysis, design, and testing; solve complex technical problems; provide alternative methods for achieving goals when necessary.
4. Provide strategic planning for information systems and technology; may assist higher level management in broader scope strategic planning.
5. Responsible for developing annual IT Plan for organization.

6. Create policies, procedures, guidelines and processes to ensure compliance with agency policy and federal and state regulations.
7. Develop and/or maintain best practice standards in all aspects of information systems and technology domain/ecosystem.
8. Responsible for development of plans and requirements for technology business resumption and disaster and incident response.
9. Lead review of vendor recommendations and proposals, deliverables and other work products as they relate to technology, application and/or data architecture.
10. Monitor technology trends and evaluate emerging technologies for adoption and recommend appropriate implementation strategies consistent with organization operational goals and objectives.
11. Work collaboratively with colleagues to leverage the organization's investments in information technology identifying risks and opportunities.
12. May oversee or assist in preparation and submission of documentation, such as statements of work, proposals, progress reports, or other contractual requirements.
13. Responsible for computer and network security plan for the organization.
14. Develop and manage budgets for projects, contracts and procurement.

CIO I or Technical Manager I

Jobcode: IXGX30

Pay Band: IG

FLSA Status: Exempt

Distinguishing Characteristics

CIO: Provide strategic leadership, management and direction for the administrative and operations-related functions for organization(s) or program(s) with responsibility for overall success across multiple IT job families with a small-moderate number of IT resources, staff and contractors (typically 7-12 FTE). Achieve mission and goals through the management of staff and/or managerial staff. The IT functions managed are less complex in nature than those managed by a CIO II.

TM: Conduct day-to-day oversight of IT technical function(s) in an organization. Provide technical guidance to the organization and bring highly specialized knowledge and expertise to high level administrative managers, particularly in the areas of business and technical integration.

Recommended Education and Experience for Full Performance

Master's degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and six (6) years of experience in at least two of the following areas: Applications Development, IT Architecture, Data Management, Network Administration, Project Management, IT Security/Compliance, or Systems Administration. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling twelve (12) years may substitute for the required education and experience. At least four (4) years leading an IT team.

Minimum Qualifications

Bachelor's Degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and six (6) years of experience in at least two of the following areas: Applications Development, IT Architecture, Data Management, Network Administration, Project Management, IT Security/Compliance, or Systems Administration. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling ten (10) years may substitute for the required education and experience. At least two (2) years leading an IT team.

Essential Duties and Responsibilities*

1. Work with senior management to understand business requirements. Consult on application or infrastructure development projects to fit systems or infrastructure to the technical architecture and identify when it is necessary to modify the technical/solution architecture to accommodate project needs.
2. Analyze the current IT services to identify weaknesses and develop opportunities for improvements.
3. Perform ongoing quality review activities relative to specific enterprise and/or projects they are responsible for.
4. Manage business and technical activities (e.g. application development, installing, configuring, and maintaining servers, routers, firewalls, workstations, and network equipment).
5. Exercise full management responsibility for multiple technical groups, including recruiting, hiring, training, developing, evaluating, and setting priorities.
6. Ensure work completion within schedule, budgetary, and design constraints; make decisions about technology-related analysis, design, and testing; solve complex technical problems; provide alternative methods for achieving goals when necessary.
7. Perform strategic planning for assigned areas of information systems and technology; may assist higher level management with strategic planning for a large, complex, agency-wide function or major initiative.
8. Develop annual IT Plan for organization.
9. Create policies, procedures and guidelines to ensure compliance with agency policy and federal and state regulations.
10. Identify and implement best practices and standards in process, design, architecture and operations in all aspects of information systems and technology domain/ecosystem, ensuring delivery of agency business services.
11. Develop plans and requirements for technology business resumption and disaster and incident response.
12. Lead review of vendor recommendations and proposals. Review vendor deliverables and other work products.
13. Monitor technology trends and evaluate emerging technologies for adoption and implementation.
14. Collaborate with colleagues to leverage the organization's investments in information technology.
15. May oversee or assist in preparation and submission of documentation, such as proposals, progress reports, or other contractual requirements.
16. May perform contract and procurement management.
17. May develop and manage budgets for projects or work groups.
18. Responsible for overseeing an effective computer and network security plan for the organization.

CIO II or Technical Manager II

Jobcode: IXGX35

Pay Band: IH

FLSA Status: Exempt

Distinguishing Characteristics

CIO: Provide strategic leadership, management and direction for administrative and operations-related functions for organization(s) or program(s) with responsibility for overall success across multiple IT job families with a moderate number of IT resources, staff and contractors (typically 10-20 FTE). Achieve mission and goals through the management of staff and/or managerial staff. The IT functions managed are less complex in nature than those managed by a CIO III.

The nature of the role is impacted by the size of the IT function managed, the complexity, the budget, the strategic focus of planning, and the role the incumbent plays in the planning of IT and the oversight of execution.

TM: Execute substantial technical and managerial efforts within a large department. Exercise major programmatic impact on and/or manage very large IT operations within an organization.

Recommended Education and Experience for Full Performance

Master's Degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and ten (10) years of experience in at least two of the following areas: Applications Development, IT Architecture, Data Management, Network Administration, Project Management, IT Security/Compliance, or Systems Administration. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling fourteen (14) years may substitute for the required education and experience. At least six (6) years leading an IT team.

Minimum Qualifications

Bachelor's Degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and eight (8) years of experience in at least two of the following areas: Applications Development, IT Architecture, Data Management, Network Administration, Project Management, IT Security/Compliance, or Systems Administration. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling twelve (12) years may substitute for the required education and experience. At least four (4) years leading an IT team.

Essential Duties and Responsibilities*

1. Exercise senior level responsibility for finance, budget, personnel, and facilities.
2. Provide strategic direction for multiple business and technical areas; create strategic plans of considerable complexity and scope; set long-range direction and make high-level decisions; propose and manage the implementation of complex and significant programmatic change.
3. Evaluate and assess metrics and program effectiveness; review trends and monitor proactively.
4. Exercise full management responsibility for multiple technical groups, including recruiting, hiring, training, developing, evaluating, and setting priorities, reflective of a strong understanding of business and technical integration.
5. Ensure work completion within schedule, budgetary, and design constraints; make decisions about analysis, design, and testing; solve complex technical problems; develop alternative methods for achieving goals when necessary.
6. Create policies, procedures and guidelines to ensure compliance with agency policy and federal and state regulations.
7. Responsible for development of plans and requirements for technology business resumption and disaster and incident response.
8. Lead review of vendor recommendations and proposals. Review vendor deliverables and other work products as they relate to technology, application and/or data architecture.
9. Develop and/or maintain best practices and standards in process, design, architecture and operations of all aspects of information technology services, ensuring delivery of agency business services.
10. Monitor technology trends and evaluate emerging technologies for adoption and implementation.
11. Responsible for overseeing an effective computer and network security plan for the organization.
12. Work collaboratively with colleagues to leverage the organization's investments in information technology.
13. Work with senior management to understand business requirements. Consult on application or infrastructure development projects to fit systems or infrastructure to the technical architecture and identify when it is necessary to modify the technical/solution architecture to accommodate project needs.
14. Analyze the current IT services to identify weaknesses and develop opportunities for improvements. Perform ongoing quality review activities relative to specific enterprise and/or projects they are responsible for.

CIO III or Technical Manager III

Jobcode: IXGX40

Pay Band: II

FLSA Status: Exempt

Distinguishing Characteristics

CIO: Provide strategic leadership, management and direction for the administrative and operations-related functions for organization(s) or program(s) with responsibility for overall success across multiple IT job families with a large number of IT resources, staff and contractors (typically 20-40 FTE). Achieve mission and goals through the management of staff and/or managerial staff. The IT functions managed are less complex in nature than those managed by a CIO IV.

The nature of the role is impacted by the size of the IT function managed, the complexity, the budget, the strategic focus of planning, and the role the incumbent plays in the planning of IT and the oversight of execution.

TM: Execute substantial technical and managerial efforts within a large department. Exercise major programmatic impact on and/or manage very large IT operations within an organization. Achieve mission and goals through the management of staff and/or managerial staff.

Recommended Education and Experience for Full Performance

Master's Degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and ten (10) years of experience in at least two of the following areas: Applications Development, IT Architecture, Data Management, Network Administration, Project Management, IT Security/Compliance, or Systems Administration. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling sixteen (16) years may substitute for the required education and experience. At least eight (8) years managing multiple IT teams.

Minimum Qualifications

Bachelor's Degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and ten (10) years of experience in at least two of the following areas: Applications Development, IT Architecture, Data Management, Network Administration, Project Management, IT Security/Compliance, or Systems Administration. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling fourteen (14) years may substitute for the required education and experience. At least six (6) years managing multiple IT teams.

Essential Duties and Responsibilities*

1. Lead high-level programs and initiatives through technical design, development, and integration.
2. Build a competent and diverse leadership team and workforce; recruit, lead, and mentor key senior management staff through motivation and education; provide a clear vision and sense of mission for the organization; function as a change agent.
3. Direct and manage strategic relationships both inside and outside of the organization; maintain a high level of interaction and collaboration with clients and peers across the agencies.
4. Work collaboratively with colleagues to leverage the organization's investments in information technology.
5. Develops plans and requirements for technology business resumption and disaster and incident response.
6. Responsible for overseeing the overall information systems function for an organization.

7. Collaborate with senior management and others in order to develop, communicate and manage a central strategic plan for computing and information technology that is consistent with the organization's overall mission.
8. Responsible for general management of functional areas such as Infrastructure Services, Data Services, Application Services, Project Management and Business Analysis, Security and Compliance and/or Budgetary Planning and Financial Analysis.
9. Provide strategic direction for multiple business and technical areas; create strategic plans of considerable complexity and scope; set long-range direction and make high-level decisions; propose and manage the implementation of complex and significant programmatic change; establish policies as needed.
10. Ensure technology infrastructure serves the needs of the organization and that priorities align with the agency's vision and mission.
11. Exercise senior-level responsibility for finance, budget, personnel, and facilities.
12. Manage or advise on the adoption and adaptation of emerging technologies to meet changing requirements, capabilities, and opportunities.
13. Oversees computer and network security plan for the organization.
14. Work with senior management to understand business requirements.
15. Consult on application or infrastructure development projects to fit systems or infrastructure to the technical architecture and identify when it is necessary to modify the technical/solution architecture to accommodate project needs.
16. Lead review of vendor recommendations and proposals. Review vendor deliverables and other work products.
17. Analyze current IT services to identify weaknesses and develop opportunities for improvements. Perform ongoing quality review activities relative to specific enterprise and/or projects they are responsible for.

CIO IV

Jobcode: IXGX46

Pay Band: IJ

FLSA Status: Exempt

Distinguishing Characteristics

Serve as the Chief Information Officer for a large organization, including strategic management of advanced or unique activities in a large-scale operation that impacts one or more agencies and which has a large number of IT resources (typically 40-70 FTE) and/or multiple and highly complex IT functions. Responsible for program and policy design, development, evaluation and implementation. Achieve goals through managerial staff; typically have multiple levels of professional and managerial staff. The IT functions managed are less complex in nature than those managed by a CIO V.

The nature of the role is impacted by the size of the IT function managed, the complexity, the budget, the strategic focus of planning and the role the incumbent plays in the planning of IT and the oversight of execution.

Recommended Education and Experience for Full Performance

Master's Degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and twelve (12) years of experience in at least two of the following areas: Applications Development, IT Architecture, Data Management, Network Administration, Project Management, IT Security/Compliance, or Systems Administration. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling eighteen (18) years may substitute for the required education and experience. At least ten (10) years managing multiple IT teams.

Minimum Qualifications

Bachelor's Degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and twelve (12) years of experience in at least two of the following areas: Applications Development, IT Architecture, Data Management, Network Administration, Project Management, IT Security/Compliance, or Systems Administration. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling sixteen (16) years may substitute for the required education and experience. At least eight (8) years managing multiple IT teams.

Essential Duties and Responsibilities*

1. Advise senior management on technical change requirements and drivers.
2. Oversees the information systems function for a large organization. Collaborate to develop, communicate and manage a central strategic plan for computing and information technology that is consistent with the organization's mission.
3. Provide strategic direction for multiple business and technical areas; create strategic plans of considerable complexity and scope; set long-range direction and make high-level decisions; propose and manage the implementation of complex and significant programmatic change; establish policies as needed.
4. Ensure technology infrastructure serves the needs of the organization and priorities align with the vision and mission of the agency.
5. Exercise executive level responsibility for finance, budget, personnel, and facilities.
6. Manage the adoption and adaptation of emerging technologies to meet changing requirements, capabilities, and opportunities.
7. Lead high-level programs and initiatives through technical design, development, and integration.
8. Build a competent and diverse leadership team and workforce; recruit, lead, and mentor key senior management staff through motivation and education; provide a clear vision and sense of mission for the organization; function as a change agent.
9. Direct and manage strategic relationships both inside and outside of the organization; maintain a high level of interaction and collaboration with clients and peers across the agencies.
10. Develops plans and requirements for technology business resumption and disaster and incident response.
11. Oversees computer and network security plan for the organization.
12. Work with senior management to understand business requirements.

CIO V

Jobcode: IXGX52

Pay Band: IK

FLSA Status: Exempt

Distinguishing Characteristics

Serve as the Chief Information Officer for the largest and most complex state organizations, including strategic management of advanced or unique activities in a large-scale operation that impacts one or more agencies and which has a very large number of IT resources (typically 80+ employees) and/or multiple and highly complex IT functions. Responsible for program and policy design, development, evaluation and implementation. Achieve goals through managerial staff; typically have multiple levels of professional and managerial staff.

The nature of the role is impacted by the size of the IT function managed, the complexity, the budget, the strategic focus of planning and the role the incumbent plays in the planning of IT and the oversight of execution.

Recommended Education and Experience for Full Performance

Master's Degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and fourteen (14) years of experience in at least two of the following areas: Applications Development, IT Architecture, Data Management, Network Administration, Project Management, IT Security/Compliance, or Systems Administration. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling twenty (20) years may substitute for the required education and experience. At least twelve (12) years managing multiple IT teams.

Minimum Qualifications

Bachelor's Degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and fourteen (14) years of experience in at least two of the following areas: Applications Development, IT Architecture, Data Management, Network Administration, Project Management, IT Security/Compliance, Systems Administration. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling eighteen (18) years may substitute for the required education and experience. At least ten (10) years managing multiple IT teams.

Essential Duties and Responsibilities*

1. Drive the creation and management of the innovation processes and technology investment to ensure long term strategic business improvements.
2. Ensure focus on service management providing best value and return for Agency resourcing and funding including the appropriate acquisition of technologies and/or professional services.
3. Responsible for overseeing the overall information systems function for the largest and most complex state organizations. Collaborate with senior management and others in order to develop, communicate and manage a central strategic plan for computing and information technology that support the organization's overall mission.
4. Provide strategic direction for multiple business and technical areas; create strategic plans of considerable complexity and scope; set long-range direction and make high-level decisions; propose and manage the implementation of complex and significant programmatic change; establish policies as needed.
5. Ensure technology infrastructure and assets serve the needs of the organization and planning is aligned with the vision and mission of the agency.
6. Exercise executive level responsibility for finance, budget, personnel, and facilities. Advise executive management on legislative or regulatory impacts to enterprise technology sustainment or necessary investments.
7. Manage the adoption and adaptation of emerging technologies to meet changing requirements, capabilities, and opportunities.
8. Drive the analysis and re-engineering of existing business processes, identifying and developing the capability to use new tools, reshaping the enterprise. May lead high-level programs and initiatives through technical design, development, and integration in support of strategic business process improvement ensuring effective return on investment and adherence to technology plans and architectures
9. Build a competent and diverse leadership team and workforce; recruit, lead, and mentor key senior management staff through motivation and education; provide a clear vision and sense of mission for the organization; function as a change agent.
10. Direct and manage strategic relationships both inside and outside of the organization; maintain a high level of interaction and collaboration with clients and peers across the agencies. May represent Agency in national/Federal work groups related to the core organizational service areas.
11. Responsible for development of plans and requirements for technology business resumption and disaster and incident response.

12. Responsible for overseeing an effective computer and network security plan for the organization consistent with the National Institute of Technology Standard and other Federal or State regulatory requirements.
13. Ensure oversight for the prevention or mitigation of cyber security threats.

Bargaining Unit: Not Represented

Statutory Requirements:

Conditions of Employment:

Working Conditions: Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions* and the *recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Established: 6/23/2016

Revised:

**Essential Duties and Responsibilities are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of duties. Classification description subject to change. Please refer to SPO website (www.spo.state.nm.us) to ensure this represents the most current copy of the position.*

*** Means two (2) or any combination of full-time equivalent (FTE) status that equals at least two (2) regular or term status employees in non-temporary positions.*