Job Title	IT Manager IV
Job Code	
Exempt Status	Exempt *Exemption may be subject to applicable salary requirements from Department of Labor
Position Status	
EEO Classification	

Job Summary

The Information Technology (IT) Manager IV, under direction, routinely manages large and complex IT project operations. Performs limited specialized, technical duties.

Essential Duties and Responsibilities

- Leads, motivates, develops, and coaches multi-disciplined and more senior technical staff. Models ethical, regulatory, and performance standards. Champions workplace diversity and inclusiveness. Models and promotes the open sharing of information, dedication to the team's mission, customer commitment, collaboration, and cooperation.

- Recruits, hires, and supervises large or multiple project teams staffed with multi-disciplined and more senior technical staff. Enforces ethical, regulatory, and performance standards. Oversees and manages personnel issues.

- Establishes project management protocols to lead the planning, execution, and successful completion of large IT projects. Directs the analysis of project needs and risks and recommends solutions. Oversees project or area budgets.

- Directs activities of large or multiple project teams. Directs the development of project or task plans, resource estimates, and schedules. Directs activities with the management of other organizational units and vendors. Directs the preparation of project documentation and reports for clients and management. Directs the evaluation, selection, and purchase of computing resources and consulting services.

- Oversees the designs, and controls the processes for supporting the delivery of large scale information technology services. Monitors and analyzes operations metrics. Implements continuous improvement methodologies to include corrective actions.

- Oversees advanced technical duties in support of large or multiple project teams' projects and operations.

- Maintains, establishes, and develops new, close, and collaborative working relationships with stakeholders, customers, and vendors.

- Oversees and directs the development of standard operating procedures for large or multiple project teams. Approves and coordinates documentation provided to customers.

- Participates in training and professional development with a special emphasis on leadership development, management, industry related acumen, and project and operations management.

This document represents the major duties, responsibilities, and authorities of this job, and is not intended to be a complete list of all tasks and functions. Other duties may be assigned.

Additional Responsibilities

Minimum Requirements

Education – Bachelor's degree in applicable field or equivalent combination of education and experience.

Experience – Ten years of related experience in IT.

Knowledge of – Knowledge of word processing and spreadsheet applications. Knowledge of project and operations management. Knowledge of team leadership skills including motivating team and group processes, team collaboration, empowering, coaching, mentoring, training, ethical integrity, championing diversity and inclusiveness, and supervising staff. Knowledge of strategic thinking and planning. Industry related skills to include knowledge of the IT industry and trends, knowledge of IT security regulations, and proficiency with the Information Technology Interface Library (ITIL).

Ability to – Ability to multitask and work cooperatively with others. Excellent written communication, analytical, interpersonal, and organizational skills.

Licensing / Professional Certification – None.

Physical Requirements – None.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Supervision of Others

This position generally supervises employees.

Other Requirements