



FINAL KSA LISTING

CLASS: DATA PROCESSING MANAGER IV

NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.

#	Knowledge, Skill, Ability
	Knowledge of:
K1.	Thorough knowledge of personnel management (e.g., recruitment, employee supervision, collective bargaining agreements, staff development, progressive discipline, etc.) in order to oversee the management of the program.
K2.	Comprehensive knowledge of current computer industry technology and practices to provide guidance, consultation and advice, and make Information Technology (IT) related decisions.
K3.	Comprehensive knowledge of concepts related to managing change in the IT environment.
K4.	Comprehensive knowledge of IT communication systems (e.g., network infrastructure, etc.) to consult and make decisions on complex IT issues.
K5.	Knowledge of the department's Equal Employment Opportunity program and the processes to ensure compliance and maintain a work environment free from harassment and discrimination.
K6.	General knowledge of principles of the governmental functions and organizations at the State level, including the legislative process in order to successfully obtain project authority and funding.
K7.	Comprehensive knowledge of principles and processes used in providing customer services (e.g., ITIL and customer satisfaction evaluation techniques) to efficiently and effectively manage IT resources and services.
K8.	General knowledge of IT equipment and tools (e.g., hardware, software, documentation, etc.) to consult and make decisions on complex IT issues.
K9.	Comprehensive knowledge of the department's strategic business plan (e.g., mission, vision, values, goals and objectives) and division's strategic information systems plan to set IT direction and plan accordingly.
K10.	Advanced knowledge of analytical techniques to make decisions on complex IT issues.