**Class Summary**

The IT Manager leads a system maintenance, support, development, production operations, delivery, and/or enterprise resource planning (ERP) line(s) of business or a functional/technical area through managed service providers and/or individual contributors; contributes to the strategy, standards, designs, and direction of line(s) of business or a functional area; communicates strategic direction to direct reports, identifies objectives and goals supported by best practices, and serves as an escalation point for conflicting priorities; defines measurements and monitors performance to ensure work is aligned with enterprise-wide business and technology strategy; collaborates and coordinates with other King County technology and cross-functional project efforts; and may act as an individual contributor or lead IT Managers and individual contributors on assigned technical, functional, and/or cross-functional projects.

**Distinguishing Characteristics**

This is the first level in a three-level classification series. This classification is distinguished from the IT Manager - Senior classification in that incumbents in the IT Manager - Senior lead multiple system maintenance, support, development, production operations, delivery, and/or business resource planning (ERP) business functional/technical areas through IT Managers, managed service providers, and/or individual contributors.

This classification is distinguished from the IT Program/Product Manager classification in that incumbents in the IT Program/Product Manager oversee one or more highly complex and/or enterprise-wide products and/or initiatives that will significantly transform the operations of one or more King County agencies.

**Examples of Duties**

1. **Span of Control**: Responsible for a team/group focused on a technology, product, or program representing up to two lines of business or functional area.
2. **Span of Authority/People Management**: Manages daily operations and/or technical staff, assigns job duties, prioritizes work, provides technical and/or functional guidance, manages conflict, analyzes workflow and standard operating procedures, approves employee time, and participates in the hiring process; provides guidance and coaching on career paths and development plans for their team; manages hiring, performance improvement, and disciplinary actions; determines performance goals for their direct reports; works with department human resources to manage reclassification needs for positions that report directly to them; and participates in and/or leads organizational improvement activities for an assigned team, lines of business, or functional area, including team cohesion, employee engagement, conflict resolution, equity and social justice (ESJ), and modelling of County wide, Department, and Division values.
3. **Budget Responsibility**: Participates in budget development; works with multiple funding sources and contracts to manage their team’s allocated resource budget; manages annual work plans, forecasts, budgets, and future spending for their lines of business within a section; monitors expenditures and ensures operations are within budget.
4. **Strategic Planning**: Develops daily strategies that supports business unit, functional area, and department goals and initiatives; participates in planning strategy, objectives, and initiatives at the functional area/business unit level that align with department goals; participates in business plan review and strategic planning and roadmap activities; and monitors functional/technical level operations.
5. **Business Representation/Organizational Interaction and Collaboration**: Represents their team or technical area on a variety of issues before internal and/or external customers and business partners; resolves significant customer service issues; engages internal and external customers and business partners in the identification of technology, functional, and/or enterprise resource planning (ERP) solution options; and leads business partner and customer engagement activities and work prioritization.
6. **Escalation**: Serves as the final escalation point for minor and/or normal outages and issues and the main escalation point for major outages and issues; maintains an advanced level of technology, ERP system, and/or business domain functional expertise on a variety of issues; and oversees incident and problem management and may participate in major incident response teams outside of primary discipline expertise.
7. **Scope, Impact, and Accountability**: Develops and administers procedures and processes that support established department/division objectives and initiatives; manages work requests within their lines of business or section; ensures compliance with relevant policies, procedures, and local, state, and federal laws; manages ticket or project intake queues; contributes to the execution of deliverables and best practices including Executive Office directives; and applies technical expertise within a specific discipline related to their section; and ensures team deliverables align with key County initiatives and services.
8. Perform other duties as assigned.

**Knowledge/Skills**

Ability to effectively engage in and sustain relationships with people from diverse cultures and socio-economic backgrounds

Ability to work independently and as a team member

Demonstrated proficiency with business applications, such as Microsoft Office suite

**Education and Experience Requirements**

Any combination of education and experience that clearly demonstrates the ability to perform the job duties of the position

**Licensing, Certification and Other Requirements**

Some licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required

|  |  |
| --- | --- |
| **FLSA Designation** | Exempt (Administrative) |
| **Service Status** | Career Service |
| **EEO Code** | 2 |
| **Levels within same series** | IT Manager, IT Manager-Senior, IT Manager-Principal |
| **Class History** | 08/2022 - Created |