

Job Title: TECHNICAL MANAGER V - REGIONAL INFORMATION TECHNOLOGY MANAGER-REGION 3 - IPR#45592

Agency : Department of Transportation

Closing Date/Time: 06/28/2022

Salary: \$6,145 - \$10,210 Monthly

Job Type: Salaried Full Time

County: Edgar

Number of Vacancies: 1

Plan/BU: NR916 - Protech Teamsters

***This position is covered by the Revolving Door Prohibition Policy.**

This position is a union position; therefore, provisions of the relevant collective bargaining agreement/labor contract apply to the filling of this position.

All applicants who want to be considered for this position MUST apply electronically through the illinois.jobs2web.com website. State of Illinois employees should click the link near the top left to apply through the **SuccessFactors employee career portal.**

Applications submitted via email or any paper manner (mail, fax, hand delivery) will not be considered.

Agency Mission Statement

The Illinois Department of Transportation is seeking to hire a Regional Information Technology Manager.

The IDOT team works diligently to provide safe, cost-effective transportation for Illinois in ways that enhance quality of life, promote economic prosperity and protect our environment. We are problem solvers and leaders, constantly searching for innovations and improvements in support of our commitment to providing the best multimodal transportation system for Illinois.

Our team fosters a culture of inclusivity. We value diversity and hold ourselves to the highest ethical standards as we work together for a common purpose. Team members frequently collaborate with colleagues and others outside the department to best meet customer needs.

Employees enjoy excellent benefits, including health, vision and dental insurance; a retirement plan and deferred compensation options; state holidays and other time off; tuition reimbursement; flexible schedules; and pre-tax benefit programs. The department also offers extensive training and career advancement opportunities.

We invite qualified applicants to apply to become part of our team. We are confident that you will take pride in serving Illinois and its residents and visitors.

Job Responsibilities

This position is accountable for developing, maintaining, and coordinating the information technology (IT) directives and resources allocated throughout the department's Region 3 area located in 19 counties in north-central Illinois.

Personnel supported: 800-1,700

Number of counties supported in Region 3: 19

This position reports to the IT Operations Chief. Reporting to this position are the Regional Applications Senior Specialist, Regional Applications Specialist, Regional Applications Assistant, and Applications Support Technician (Co-op).

This position operates in an environment that demands innovative, efficient, dependable, and secure technology resources and is under constant pressure to meet deadlines without sacrificing any of the foregoing requirements. The incumbent is responsible for developing and utilizing technology resources for the Region 3 area and facilitating the strategic IT objectives of the department in an efficient and cost-effective manner. S/He works in a rapidly changing IT environment which involves constantly enhancing his/her knowledge of practices within the IT industry. S/He keeps abreast of technological advances in both the engineering and management professions to effectively interact with all functional areas of the organization and possesses an in-depth knowledge of the Region 3 area's administrative functions. In addition, the incumbent has a working knowledge of Intelligent Transportation Systems (ITS) devices within the Region 3 area and coordinates as needed with district operations staff regarding network connectivity.

Typical problems include adequate budgeting for future technology needs and evaluating resource requests to determine scope, departmental priorities, and whether the requests can be accomplished using existing facilities or if additional resources must be obtained. Additionally, it is a challenge to ensure that application development and production system service levels meet the demands of Region 3 area users. In order to accomplish this s/he adjusts development priorities to align with the operational activities imposed upon the Region 3 area and analyzes space, environment, and infrastructure considerations for new technology initiatives. The greatest challenge of this position is to use existing technology resources and develop new technology applications to effectively address user demands while focusing on department priorities and goals and utilizing the available resources to their maximum potential. This is further complicated due to the high demand for technology support within the Region 3 area.

(Job Responsibilities continued)

The incumbent is personally responsible for planning and administering new technology resources, obtaining upgraded releases for existing computer applications software, ordering new telecommunication services, monitoring and evaluating infrastructure services to meet Region 3 area expectations, and budgeting and procuring technology equipment and software for the Region 3 area. In addition, s/he is responsible for advising Region 3 area management on technology resources and ensuring that staff receive training on IT services. The incumbent directs, monitors, and reviews all Region 3 area IT activities to ensure that technology resources are cost effective and users fully understand the conditions and limitations of the services they are utilizing. This position ensures timely IT development, monitors infrastructure service levels, ensures prompt technical assistance on user service requests, and ensures properly maintained technology resources. S/He monitors ITS devices within the Region 3 area and oversees coordination as needed with district operations staff regarding network connectivity. The incumbent reviews and monitors Service Level Agreement (SLA) standards to meet the business needs of the Region 3 area and the department. The incumbent oversees the coordination of requests for IT resource materials such as hardware, software, and telecommunications for the Region 3 area.

The incumbent accomplishes accountabilities through the following staff:

Regional Applications Senior Specialist, who is responsible for the development, implementation, and support of regional technology applications. This position ensures upgraded software is procured and installed and ensures applications training is provided for regional application users. S/He works as a project team member with other Bureau of Information Processing (BIP) development resource staff to develop ad hoc reports.

Regional Applications Specialist, who is accountable for supporting and developing technology applications and operating reporting systems as well as providing user assistance for technology resources used throughout the Region 3 area.

Regional Applications Assistant, who is responsible for application support and development of technology applications using the Microsoft Office Suite and SharePoint for Region 3 area technology users. S/He ensures effective and efficient operation of technology reports and applications throughout the

Region 3 area, provides support to clients to resolve application related problems, develops new reports from existing systems, assists in the development of new systems, helps track technology assets, and coordinates service requests.

Applications Support Technician (Co-op), who provides end user support, ad hoc reporting, and assistance with developing presentations and assists the Regional Applications Senior Specialist with the development or modification of applications and databases.

(Job Responsibilities continued)

The incumbent has a great deal of latitude in solving problems and establishing new technology resources within the guidelines established by the department for procuring, evaluating, and monitoring resources. Limiting factors include the capabilities of the existing equipment and constraints imposed by departmental policies and procedures. S/He recommends IT strategies for the Region 3 area to fully utilize the existing technology resources and directs all work procedures for its applications support staff. Expenditures for all IT resources are approved by administrative managers in the Region 3 area prior to their procurement submission.

Internal contacts are with all Region 3 area technology users, but primarily management staff, to assist and plan for strategic IT resource development and with other central office staff to coordinate resource activities. External contacts are with other state agencies and various vendors to resolve problems affecting SLA's, consultants, and vendors in researching new technology resources. This position requires frequent travel in the Region 3 area and occasional statewide travel which may include overnight stays.

The effectiveness of this position can best be measured by the incumbent's commitment to the standardization, innovation, timeliness, and effectiveness of regional technology initiatives and assurance that best business practices are observed for all available support resources for the department.

Principal Accountabilities

1. Directs, monitors, and reviews all Region 3 area IT activities to ensure that technology resources are cost effective and users fully understand the conditions and limitations of the services they are utilizing.
2. Develops and utilizes technology resources for the Region 3 area and advises management while facilitating the strategic IT objectives for the department.
3. Oversees the coordination of application development, training, and technical support needs along with the Chief Technology Officer for the Region 3 area to maximize the efficiency of automated systems.
4. Oversees the coordination of IT needs for Region 3 area engineering projects and ensures adequate timeframes and budgetary allowances are allocated for IT related issues.
5. Advises Region 3 area management on technology resources, provides strategic planning goals to the IT Operations Chief for Region 3 area needs, and ensures strategic objectives are met.
6. Monitors ITS devices within the Region 3 area and coordinates as needed with district operations staff regarding network connectivity.
7. Oversees the coordination of requests for IT resource materials such as hardware, software, and telecommunications for the Region 3 area.
8. Monitors infrastructure service levels and ensures timely IT development, prompt technical assistance on user service requests, and properly maintained technology resources.
9. Monitors regional SLA outcomes and resolves all user issues through computer support and technical specialists from other state, local, and federal agencies with similar functions or with vendors.
10. Trains, motivates, and evaluates subordinate personnel to work in an efficient and safe manner.
11. Performs duties in compliance with departmental safety rules. Performs all duties in a manner conducive to the fair and equitable treatment of all employees.
12. Performs other duties as assigned.

Qualifications

Position Requirements

- Education/Experience:
 - Completion of a bachelor's degree majoring in business, computer information systems, computer networking, or database management plus three years of experience managing IT design, development, and/or implementation; supporting IT; managing computer-based information systems; or a combination thereof, OR
 - Eleven years of experience managing IT design, development, and/or implementation; supporting IT; managing computer-based information systems; or a combination thereof
- Valid driver's license
- Frequent travel in the Region 3 area and occasional statewide travel which may include overnight stays

Position Desirables

- Supervisory experience
- Working knowledge of various network operating environments, communications protocols, IT governance practices, and standard industry desktop application software
- Ability to constantly enhance knowledge of practices within the IT industry and keep abreast of technological advances
- Working knowledge of research and statistical methods and techniques
- Working knowledge of management techniques and modern organizational concepts
- Working knowledge of the function and application of public relations in problem areas
- Ability to maintain harmonious relationships with employees, management, and the public
- Ability to plan, organize, and execute administrative or technical program requirements
- Ability to plan and direct efforts of employees for efficient accomplishment of program objectives
- Ability to coordinate operational and policy aspects of a major administrative or technical program with other interested and concerned officials

Work Hours: 8:00 A.M. - 4:30 P.M. Monday-Friday

Work Location: 13473 Il Highway 133 Paris, IL 61944-6731

Office: Office of Finance & Administration/Bureau of Information Processing

Agency Contact: DOT.CO.BPM.EmploymentApplications@Illinois.gov

Job Family: Transportation; Technology

APPLICATION INSTRUCTIONS

Use the “Apply” button at the top right or bottom right of this posting to begin the application process.

If you are not already signed in, you will be prompted to do so.

State employees should sign in to the career portal for State of Illinois employees – a link is available at the top left of the Illinois.jobs2web.com homepage in the blue ribbon.

Non-State employees should log in on the using the “View Profile” link in the top right of the Illinois.jobs2web.com homepage in the blue ribbon. If you have never before signed in, you will be prompted to create an account.

If you have questions about how to apply, please see the following resources:

State employees: Log in to the career portal for State employees and review the [Internal Candidate Application Job Aid](#)

Non-State employees: on Illinois.jobs2web.com – click “Application Procedures” in the footer of every page of the website.

The main form of communication will be through email. Please check your “junk mail”, “spam”, or “other” folder for communication(s) regarding any submitted application(s). You may receive emails from the following addresses:

- donotreply@SIL-P1.ns2cloud.com
- systems@SIL-P1.ns2cloud.com