

**DELAWARE DEPARTMENT OF JUSTICE  
JOB POSTING**

**Opening Date: May 12, 2016**

**Closing Date: May 27, 2016**

**Information Technology Manager – Pay Grade 19 (Salary: \$57,798 Min/\$86,698 Max  
Executive Offices, New Castle County**

Summary Statement

This Information Technology Manager is responsible for managing the development and enhancement of information systems and associated data processing operations of the Department of Justice supervising a staff of 2 - 5 performing work in the areas of helpdesk, active directory, outlook enterprise exchange, application support, computer networks and operations, user training, and administrative and clerical support and administers several contracts for the maintenance and delivery of services.

Job Responsibilities and Duties:

Supervision is provided by an administrative superior and reports directly to the Director of Operations. The Information Technology Manager provides leadership to the Information Technology Unit (“IT”) for the Delaware Department of Justice (“Department”) based in New Castle County but with statewide responsibility for Kent and Sussex counties as well; travel to the other counties is probable on occasion due to necessity.

The Manager is responsible for developing, implementing and evaluating computer networks, hardware and software to support the Department’s overall mission. The Manager is expected to prepare strategic plans and budgets, and have the knowledge and experience to install and maintain computer hardware and software.

The Manager oversees the development and maintenance of the Department’s Information Technology Strategic Plan which is a challenging arena now more than ever due to quickly evolving technologic changes and impending expectations and ever-increasing demands for the Department pursuant to continuing to uphold justice. The Manager must be proactive in delivering the long-term real solution rather than simply applying the short-term work projects. It is imperative that quality is a part of every application delivered.

Status reports are to be provided to executive management on a regular basis with accurate budget updates.

The Manager must be capable of guiding IT toward creative thinking to problem resolution and have the ability to motivate the IT Unit staff for creative solutions on a strict budget while successfully handling the continuing high demands within the Department.

The Manager plans, directs and coordinates the Department’s data processing operations which may be linked to mainframe operations and interfacing across agencies statewide. Principal contacts are with users, Department of Technology and Information, (“DTI”), contractors and vendors, and subordinate staff to ensure timely and cost effective information systems and data processing operations are developed and implemented.

Duties include assisting in determining the hardware, software and training needs of the Department, developing and implementing standards, policies and procedures, assisting in the establishment of data processing goals and objectives, analyzing program needs and applications, recommending approval or disapproval of and divisional requests for hardware and software, new and/or upgraded applications, ensuring data security, providing training and monitoring of data files to avoid duplications; approving

and monitoring major projects.

Essential functions are fundamental, core functions common to all positions in Information Technology and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here:

- Plan for the development of data processing capabilities and write the Department's Annual Computer System Implementation Plan which defines needs and proposes solutions to problems with attendant costs.
- Develop and recommend data processing standards, policies and procedures.
- Establish, in conjunction with program administrators and directors, goals and objectives for data processing.
- Review the adequacy and allocation of IT resources in terms of funding, personnel and equipment.
- Analyze, plan and order inventory and software pertinent to the Department's demanding computer environment.
- Evaluate divisional Bud 27 and 28 requests, prioritizes items and recommends departmental technical budget.
- Recommend approval or disapproval of requests for purchase or lease of hardware and software.
- Manage data stored on servers, eliminating duplication and permitting authorized access over divisional lines.
- Represent the Department at various Information Resource Managers and DTI meetings for data security and act as a liaison between DTI and the Department.
- Monitor divisional data processing costs to ensure budgetary compliance.
- Develop in-house training programs and select vendors for software training.
- Evaluate new hardware and software
- Perform statewide ISO duties as directed.
- Review COOP/DR/Data Classification initiatives.

Minimum Qualifications: (Note, applicants may be required to provide proof/examples of previous experience)

- Extensive experience and knowledge in understanding the most up-to-date generation languages as well as fundamental computer programming/job control languages; for example, (SharePoint, VB .Net, and HTML, entireX/broker, GJXDM, script logic, etc).
- Extensive experience and knowledge of both major software and major hardware project development/management; including planning, scheduling, staffing, coordinating, controlling, monitoring, evaluating and reporting on status

- Extensive experience in network systems by evaluating network performance issues including availability, utilization, throughput, and latency; planning and executing the selection, installation, configuration, and testing of equipment; defining network policies and procedures; establishing connections and firewalls.
- Experience in having supported server, network and desktop hardware, software and applications. Including PC clients, SAN and/or NAS server environments, related backup software and disaster recovery configurations as well as virtual server environments.
- Experience and knowledge of the theory, components and configuration of personal computers, devices and networks in a static IP environment.
- Experience and knowledge of systems analysis.
- Experience and knowledge of data processing security systems.
- Experience and knowledge of the principles and practices of supervision which includes planning, assigning, reviewing and evaluating the work of others.
- Experience and knowledge of the principles and techniques of planning for the development of information systems.
- Knowledge of the theory and practices of budget preparation and control.
- Knowledge of Electronic Litigation and trial presentation software.
- Ability to lead and manage IT Unit staff whereby also preparing and completing annual performance reviews.
- Ability to develop beneficial data processing standards, policies and procedures.
- Ability to analyze data processing program needs.
- Ability to make recommendations for the purchase of equipment and software.
- Ability to plan and implement training programs.
- Ability to write clear, concise, informative status reports.
- Ability to speak effectively and represent the Department at statewide meetings.
- Ability to project future requirements for equipment and software.
- Ability to establish and maintain effective business relationships with vendors, persons in management and with co-workers.

**Internal Applicants: Please submit your updated Resume to the Director of Human Resources.**

**External Applicants: Please submit your Resume and State Application to Human Resources, Delaware Department of Justice, 820 N. French Street, Sixth Floor, Wilmington, DE 19801 or fax to: 302-577-5866. EOE.**