

# Data Processing Manager I

## *Knowledge, Skill, Ability, and Personal Characteristic Statements Rating Results*

1	Knowledge of principles, practices, and trends of organizational management.
2	Knowledge of federal and State IT policies, standards, and guidelines such as the State Administrative Manual (SAM) and the Statewide Information Management Manual (SIMM), and the State IT Strategic Plan.
3	Ability to direct and establish appropriate administrative procedures to improve processes within the organization.
4	Knowledge of federal and State information security policies, standards, and guidelines as they relate to the protection of IT assets.
5	Ability to assign and delegate work to subordinate employees.
6	Ability to monitor the work of subordinate employees to ensure that it meets quality, quantity and timeliness standards.
7	Knowledge of effective supervisory principles, practices and techniques to appropriately and effectively plan, oversee and direct the work activities of subordinate employees.
8	Ability to plan, organize, supervise, direct and oversee the work activities of staff.
9	Ability to resolve performance problems by planning and implementing measures to improve performance.
10	Ability to determine and apply appropriate disciplinary action to employees in the organization.
11	Ability to establish and maintain priorities and expectations with staff.
12	Ability to develop policies and procedures to provide for the effective operation of the organization.
13	Ability to motivate, develop and direct people in the performance of their work to improve the work environment, the quality of work, and increase productivity.
14	Ability to effectively contribute to the department's Equal Employee Opportunity objectives to ensure a discrimination and harassment free work environment.
15	Knowledge of Equal Employment Opportunity (EEO) policies to ensure compliance and maintain a work environment free from harassment and discrimination.
16	Ability to evaluate staff performance using objective measures to provide feedback and guidance and assist in the ongoing development of staff.

17	Ability to lead organizational change with staff and supervisors.
18	Ability to multi-task and coordinate the completion of competing activities.
19	Ability to facilitate teams and groups to meet organizational goals and objectives.
20	Ability to plan, coordinate and direct the activities of IT staff to deliver customer services.
21	Ability to provide leadership to the unit or section to successfully meet goals and objectives.
22	Knowledge of customer relationship management principles and processes.
23	Ability to manage the performance of contract vendors, consultants and technical specialists.
24	Knowledge of State personnel policies and guidelines relating to personnel activities such as recruitment, hiring, probation, corrective action and staff retention.
25	Knowledge of project management methods and techniques to effectively oversee projects to successful conclusion.
26	Knowledge of project oversight principles, policies, techniques, and methods in order to ensure the successful completion of projects.
27	Ability to adapt to new computer industry technology and practices to provide guidance, consultation and advice, and make Information Technology (IT) related decisions.
28	Ability to apply the principles of information security as they relate to the protection of IT assets.
29	Ability to manage and respond to IT outages.
30	Ability to analyze and make decisions on IT issues.
31	Ability to identify problems or opportunities and respond with an appropriate solution.
32	Ability to evaluate written information in order to identify the impact to the work unit, section, or organization.
33	Ability to reason logically and creatively and use a variety of analytical techniques to resolve managerial problems.
34	Ability to read and understand written documents of varying complexity including departmental policy manuals and guides, legislative mandates, instructional guides, written correspondence, or analytical reports.
35	Ability to communicate orally to a variety of audiences.
36	Ability to direct and facilitate interdisciplinary teams to bring together various skills and knowledge needed to reach a successful solution.
37	Ability to gain and maintain the confidence of others to promote staff morale and improve working relationships with staff, peers, and others.

38	Ability to independently write simple documents such as letters, email, memos or other correspondence in order to communicate with other departmental staff, other state agencies, or the general public using correct grammar, spelling and syntax.
39	Ability to independently write more complex documents such as reports, project summaries, analyses of proposed legislation, or summaries of statistical analyses in order to comply with legislative mandates, complete assigned work and help ensure the department meets its goals or fulfills its mission using correct grammar, spelling and syntax.
40	Ability to communicate technical concepts to non-technical audiences.
41	Ability to negotiate resolutions and agreements with stakeholders, management, vendors, and staff.
42	Ability to facilitate meetings with stakeholders (e.g., Subject Matter Expert, staff, vendors, etc.) to resolve complex IT related problems.
43	Ability to develop presentations for delivery to various audiences.
44	Ability to lead the work unit or section in embracing the mission and/or a vision.
45	Ability to interpret and apply the department's strategic plan (e.g., mission, vision, values, goals and objectives) to align unit and section goals with organizational direction.
46	Ability to work with stakeholders at all levels to achieve the organization's strategic direction, goals and objectives.