



**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
	<b>Knowledge of:</b>
<b>K1.</b>	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.
<b>K2.</b>	Comprehensive knowledge of current computer industry technology and practices to provide guidance, consultation and advice, and make Information Technology (IT) related decisions.
<b>K3.</b>	Comprehensive knowledge of concepts related to managing change in the IT environment.
<b>K4.</b>	Comprehensive knowledge of IT communication systems (e.g., network infrastructure, etc.) to consult and make decisions on complex IT issues.
<b>K5.</b>	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.
<b>K6.</b>	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.
<b>K7.</b>	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.
<b>K8.</b>	General knowledge of IT equipment and tools (e.g., hardware, software, documentation, etc.) to consult and make decisions on complex IT issues.
<b>K9.</b>	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.
<b>K10.</b>	Advanced knowledge of analytical techniques to make decisions on complex IT issues.