

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: MANAGER IV –
 Customer Service Support

SALARY GROUP: B25

DEPARTMENT: Information Technology Division

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- D. Coordinates the negotiation and purchase of computer hardware and software; evaluates new hardware and software technology and assesses applicability to requirements of the agency; reviews requests for additional network technology and identifies impact on current and planned resources; and assesses proposed computer systems and recommends appropriate action.
- E. Plans, assigns, and supervises the work of others; and provides technical guidance in the program areas.
- * Performs a variety of marginal duties not listed, to be determined and assigned as needed.

III. MINIMUM QUALIFICATIONS

A. Education, Experience, and Training

- 1. Bachelor's degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE). Major course work in Business Administration, Management Information Systems, Telecommunications, or a related field preferred. Each year of experience as described below in excess of the required nine years may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
- 2. Nine years full-time, wage-earning telecommunications administration, program administration, information technology, or public administration experience.
- 3. Four years full-time, wage-earning experience in the supervision of employees.
- 4. Governmental program experience preferred.

B. Knowledge and Skills

- 1. Knowledge of public administration and management principles and practices.
- 2. Knowledge of applicable state and federal laws, rules, regulations, and statutes.
- 3. Knowledge of current data and network communications technologies, practices, and procedures preferred.
- 4. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
- 5. Skill to manage program activities.

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6. Skill to establish goals and objectives.
7. Skill to develop and evaluate administrative policies and procedures.
8. Skill to communicate ideas and instructions clearly and concisely.
9. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
10. Skill to interpret and apply rules, regulations, policies, and procedures.
11. Skill in administrative problem-solving techniques.
12. Skill to evaluate new technical development.
13. Skill to project, evaluate, and monitor program budgets.
14. Skill to review technical data and prepare technical reports.
15. Skill in public address.
16. Skill to plan, assign, and supervise others.

IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, climb stairs, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry 15-44 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, typewriter, calculator, copier, fax machine, telephone, and automobile.