# Agency Information Technology Manager

NEBRASKA
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OFFICE OF THE CIO

*Agency Information Technology Manager*
*July 2021*

## Rate
The agency pays 90% of the total monthly cost of salaries and benefits for the person assigned to the position of agency IT manager.

## General Overview
The Office of the CIO also provides IT managers to seven state agencies. The IT managers are employees of the Office of the CIO who were selected jointly by the CIO and each agency director. Each IT manager is located at the agency and is a dedicated resource managing IT staff within the agency. The agency IT manager also acts as a liaison between the agency and the Office of the CIO, ensuring that the agency continues to move toward an enterprise approach to IT deployment.

## Service Description

The service begins with developing a memorandum of agreement ("Management Charter") that reflects the specific needs and expectations of the agency. The Management Charter details mutual expectations, budget and any other provisions. Once the charter is signed, the Office of the CIO initiates a job search. Interviews and a decision on the best candidate are done jointly with the agency. Supervision is also a shared responsibility between the Office of the CIO and the agency.

Because the Agency IT Manager arrangement is mutually beneficial to both the Office of the CIO and the agency, the Office of the CIO only bills 90% of the person's salary and benefits to the agency.
The remaining 10% also reflects the occasional demands on the agency IT manager's time attending meetings at the Office of the CIO or assisting with other activities.

The success of the agency IT manager depends in part on direct access to the agency director and senior management to insure alignment between the priorities of the agency and performance of IT.

**The service includes:**
- Management of information technology at the agency
- Supervision of agency staff
- Project management of IT projects currently underway at the agency
- Coordination with the Office of the CIO
- Other duties listed below or addressed in the memorandum of agreement

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**The service does <u>not</u> include:**
- Payment of any costs not addressed in the memorandum of agreement Configuration of systems or applications for compliance
- Resolution of problems impacting the performance of information technology services that are outside the control of the agency IT manager Application code testing


## Roles and Responsibilities

The primary responsibilities of the Agency IT Manager are:
- Participating in the decision-making process for overall agency issues that involve or impact information technology
- Supervise agency IT staff
- Manage agency IT projects
- Review the results of staff and vendor activities
- Participate in establishing a budget for information technology for the agency
- Participate in negotiating and approving IT related contracts and agreements
- Function as the IT liaison with management of the Office of the CIO
- Provide strategic IT direction to the agency
- Ensure that IT staff is properly trained/educated
- Provide IT hiring and firing recommendations
- Function as the IT liaison with other agency managers
- Lead the preparation of all RFPs and Project Charters for agency IT projects

Responsibilities of the agency include:
- Participation in development of the memorandum of agreement
- Participation in the process for hiring the agency IT manager
- Providing access to the agency director and senior management
- Paying the costs identified in the memorandum of agreement

## Requesting Service

Contact the Office of the CIO Help Desk (402-471-4636) or cio.help@nebraska.gov) with any questions or to request service. A discussion with the Chief Information Officer and other OCIO Administrators will define mutual expectations

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## Service Expectations, Hours, Availability and Reliability

Typically, the Agency IT Manager is a full-time position, although other arrangements may be possible. As a state employee, the agency IT manager is eligible for the same types of leave as other exempt staff.

Problems should be brought to the attention of the OCIO IT Administrator who shares supervisory responsibilities with the agency director or to the Chief Information Officer.

## Cost and Billing Information

The Office of the CIO uses Billing Accounts, Job Codes and Work Order numbers for authorizing work and tracking costs for specific projects. The customer may designate which job code and work order number to use or request a new job code and work order number. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of the organization.

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### For further information, please contact:
## The Office of the CIO Service Desk

**Request this Service: https://serviceportal.ne.gov**

**402.471.4636 or 800.982.2468**

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