

EDITED KSAPC LISTING

CLASSIFICATION: DATA PROCESSING MANAGER II

NOTE: Each position within this classification may perform some or all of these KSAPCs.

KSAPC Statements	
Knowledge of:	
K1.	General knowledge of principles of public administration including organizational management, strategic and tactical planning, cost/benefit analysis, and financial planning in order to maintain the operation and plan for change.
K2.	General knowledge of practices of public administration including organizational management, strategic and tactical planning, cost/benefit analysis, and financial planning in order to maintain the operation and plan for change.
K3.	General knowledge of trends of public administration including organizational management, strategic and tactical planning, cost/benefit analysis, and financial planning in order to maintain the operation and plan for change.
K4.	Comprehensive knowledge of project management techniques in order to effectively lead projects to successful conclusion.
K5.	General knowledge of state laws and IT regulatory policies (e.g., State Administrative Manual (SAM), State Information Management Manual (SIMM), State Chief Information Officer (CIO) guidelines, etc.) to ensure compliance with State regulations.
K6.	Comprehensive knowledge of personnel management (e.g., recruitment, employee supervision, collective bargaining agreements, etc.) in order to manage staff resources.
K7.	Comprehensive knowledge of current information technology industry and practices to provide guidance, consultation and advice, and make Information Technology (IT) related decisions.
K8.	Comprehensive knowledge of concepts related to managing change in the IT environment to effectively manage change.
K9.	General 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.
K10.	General knowledge of the federal and state employee protection laws (e.g., American with Disabilities Act, Family and Medical Leave Act, Paid Family Leave, etc.) to maintain a work environment free from harassment and discrimination.

KSAPCs highlighted in bold text are not currently on the SPB classification specification

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KSAPC Statements	
Knowledge of:	
K11.	Comprehensive knowledge of principles and processes used in providing customer services (e.g., IT service catalog, IT service management and customer satisfaction evaluation techniques) to efficiently and effectively manage IT resources.
K12.	Comprehensive knowledge of IT assessment techniques (e.g., alternative analysis, market research, cost benefit analysis, etc.) to consult and make decisions on complex IT issues.
K13.	Comprehensive knowledge of the State CIO initiatives and governing agencies to set IT direction and plan accordingly.
K14.	General knowledge of administrative processes (e.g., Environmental Health & Safety, facilities management, etc.) in order to maintain a safe working environment.
K15.	Comprehensive knowledge of System/Software Development Life Cycle (SDLC) principles and methods for IT services in order to develop and support automation.
K16.	Comprehensive knowledge of the principles of effective verbal, written and group communication to accurately and effectively communicate job related information.
K17.	General knowledge of the principles of information security as they relate to the protection of IT assets in order to protect confidential/sensitive data and state property.
K18.	General knowledge of the operational recovery planning process as it relates to the recovery of all IT assets in order to maintain continuity of IT services.

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KSAPC Statements	
Ability to:	
A1.	Identify problems (e.g., human resources, financial management, IT projects, etc.) in order to deal with short and long term issues.
A2.	Make judgments and decisions on relative costs and benefits of a potential action to manage the operation.
A3.	Develop strategies for implementing a plan to improve the organization.
A4.	Communicate effectively with others (verbal/written) as indicated by the need (e.g., inform, request, explain, document, etc.) to clearly express an idea or concept.
A5.	Evaluate new material or information in order to identify the impact to the organization.
A6.	Motivate people in the performance of their work to improve the work environment and increase productivity.
A7.	Develop people in the performance of their work to improve the work environment and increase productivity.
A8.	Direct people in the performance of their work to improve the work environment and increase productivity.
A9.	Recruit qualified people to meet IT service commitments.
A10.	Hire qualified people to meet IT service commitments.
A11.	Establish priorities to clearly define expectations to staff and to manage workflow.
A12.	Maintain priorities to clearly define expectations to staff and to manage workflow.
A13.	Direct interdisciplinary teams to bring together various skills and knowledge needed to reach a successful solution.
A14.	Facilitate interdisciplinary teams to bring together various skills and knowledge needed to reach a successful solution.
A15.	Reason logically and creatively and use a variety of analytical techniques to resolve problems.

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Ability to:	
A16.	Facilitate consultation with advisers and other interested parties (e.g., Subject Matter Expert, staff, vendors, etc.) on a variety of subject-matter areas to resolve complex IT related problems.
A17.	Provide leadership to team members using facilitation tools and techniques to produce desired product.
A18.	Direct appropriate administrative procedures to improve processes within the organization.
A19.	Establish appropriate administrative procedures to improve processes within the organization.
A20.	Plan the activities of interdisciplinary staff to provide customer services and effectively manage IT resources.
A21.	Direct the activities of interdisciplinary staff to provide customer services and effectively manage IT resources.
A22.	Effectively contribute to the department's Equal Employment Opportunity objectives to ensure a work environment free of discrimination and harassment.
A23.	Effectively apply SDLC principles and methods to the delivery of IT solutions.

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KSAPC Statements	
<i>Personal Characteristics:</i>	
PC1.	Ability to act independently to support the operation.
PC2.	Flexible to changing environments to meet workload demands.
PC3.	Tactful when communicating with others in order to create and maintain a productive work environment.
PC4.	Honesty and ethical conduct in the workplace.

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