845-000U

POSITION DESCRIPTION

AGENCY/DEPT ID		
DIVISION OR INSTITUTION ADMINISTRATION	UNIT OR OFFICE INFORMATION TECHNOLOGY	COUNTY OF EMPLOYMENT FRANKLIN

POSITION NUMBER

☐ Reclassification ☐ New Position ☒ Update | Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION INFORMATION TECHNOLOGY MANAGER 1	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR

☒ Permanent ☐ Temporary ☐ Intermittent	☒ Classified ☐ Unclassified	Overtime: ☐ Eligible ☒ Exempt If FLSA Exempt, exemption type:	Bargaining Unit 22 Page 1 of 3

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 AM TO: 5:00 PM FLEXIBLE (ON CALL 24 HOURS)

JOB TITLE
INFORMATION TECHNOLOGY MANAGER 1

JOB CODE
64132

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
30	Under the direction of the Chief Information Officer, ensures the Ohio Industrial Commission's technology infrastructure operates reliably, scales with the agency's needs, & stays ahead of potential failures. Provides direct & active oversight of core systems with longer-term planning for capacity, architecture, & vendor relationships. Oversees day-to-day operation, maintenance, & optimization of servers, networks, storage, cloud & data platforms (i.e., AWS, Azure, GCP, Snowflake, etc.), & end-user computing environments. Ensures system uptime, availability, & performance against established SLAs. Leads capacity planning, hardware/software lifecycle management, & technology refresh cycles. Establishes & maintains monitoring, alerting, & observability tooling to catch degradation before it becomes an outage. Develops & maintains Standard Operating Procedures (SOPs), runbooks, & technical documentation for core systems. Leads network architecture reviews & coordinates upgrades to firewalls, switches, wireless infrastructure, & data center facilities. Manages the change management process, including risk assessment & rollback planning. Manages vendor relationships for hardware, software, & managed services, including performance oversight.	Knowledge of (9b)* Supervision, (13b)* IC/BWC policies & procedures, (14)* IC/BWC rules & regulations, (22) knowledge of computer science; computer hardware systems (LAN/WAN,WLAN, IBM iSeries/AS400,); Skills in (29)computer network, personal computer, software, operating systems; Ability to (30r) deal with many variables & determine specific action (32q) understand manuals & verbal instructions, technical in nature, (34e) establish friendly atmosphere as supervisor of work unit.
30	Responsible for building a support model that scales with the Ohio Industrial Commission, resolves issues efficiently, & continuously provides improvements. This includes owning the processes, staffing, tooling, & metrics that turn support from a cost center into a measurable, accountable service. Directs the IT helpdesk & support teams to deliver consistent, high-quality end-user support. Defines & enforces IT Service Management (ITSM) aligned processes for incident, problem, change, & service request management. Monitors & reports on service desk key performance indicators (KPIs) (e.g., ticket volume, resolution time, customer satisfaction). Drives continual service improvement through root cause analysis & proactive remediation. Builds & maintains a self-service knowledge base to reduce ticket volume & improve first-contact resolution. Establishes escalation paths, staffing coverage, & on-call schedules for after-hours critical incidents. Evaluates, implements, & administers the ITSM platform, keeping workflows aligned to business needs. Facilitates Change Advisory Board (CAB) meetings & coordinates cross-functional escalations tied to service delivery.	Knowledge of Employee Development (8a), 9b*, 13b*, 14*, 22; Skills in 29; Ability to 30r, 32q, 34e

List Position Numbers & Job Titles of Positions Directly Supervised	SIGNATURE OF AGENCY REPRESENTATIVE	DATE

POSITION DESCRIPTION

AGENCY/DEPT ID		
DIVISION OR INSTITUTION ADMINISTRATION	UNIT OR OFFICE INFORMATION TECHNOLOGY	COUNTY OF EMPLOYMENT FRANKLIN

POSITION NUMBER

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION INFORMATION TECHNOLOGY MANAGER 1	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR		
☒ Permanent ☐ Temporary ☐ Intermittent	☒ Classified ☐ Unclassified	Overtime: ☐ Eligible ☒ Exempt If FLSA Exempt, exemption type:	Bargaining Unit 22 Page 2 of 3

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 AM TO: 5:00 PM FLEXIBLE (ON CALL 24 HOURS)

JOB TITLE
INFORMATION TECHNOLOGY MANAGER 1

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
20	Responsible for the Ohio Industrial Commission's information security function. This includes setting the priorities & direction of the security program & ensuring the Ohio Industrial Commission meets its regulatory & contractual compliance obligations. Responsible for building a proactive security practice that identifies & remediates vulnerabilities before the vulnerabilities are exploited, maintains audit-ready documentation & controls, & ensures the Ohio Industrial Commission can respond to & recover from incidents quickly & effectively. Leads & manages the information security function as a direct reporting team, setting priorities & overseeing daily security operations. Directs the implementation & maintenance of security controls, patch management, & vulnerability remediation programs. Ensures organizational compliance with relevant regulatory frameworks (e.g., SOC 2, HIPAA, ISO 27001, NIST) & internal IT policies. Oversees backup, disaster recovery, & business continuity planning; conducts periodic testing & maintains current documentation. Controls identity & access management (IAM) processes, including access provisioning, deprovisioning, & periodic access reviews. Directs tabletop exercises & simulated incident response drills to validate organizational readiness. Maintains an accurate IT asset inventory & enforces secure configuration baselines across servers, endpoints, & network devices. Leads audits, risk assessments, & security incident response activities as the accountable owner. Reports on security posture, open findings, & remediation progress directly to the Chief Information Officer.	Knowledge of 8a 9b*, 13b*, 14*, 22; Skills in 29; Ability to 30r, 32q, 34e
10	Responsible for building & sustaining a high-performing IT team, from hiring & onboarding through ongoing development & performance management. Sets clear expectations for the team, fosters a culture of accountability & continuous learning, & ensures staff have the training & support needed to keep pace with evolving technology. Recruits, onboards, develops, & retains a team of staff & contractors. Sets performance goals, conducts one-on-one meetings, reviews, & fosters a culture of accountability. Identifies skills gaps & builds training plans to keep the team current with evolving technology. Facilitates cross-training to reduce critical failure points within the team. Manages performance issues & corrective action.	Knowledge of 8a, 9b*, 13b*, 14*, 22; Skills in 29; Ability to 30r, 32q, 34e (34J) Customer Service /Professionalism

JOB CODE
64132

List Position Numbers & Job Titles of Positions Directly Supervised	SIGNATURE OF AGENCY REPRESENTATIVE	DATE

POSITION DESCRIPTION

AGENCY/DEPT ID

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
ADMINISTRATION	INFORMATION TECHNOLOGY	FRANKLIN

POSITION NUMBER

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
INFORMATION TECHNOLOGY MANAGER 1	20064728 – DEPUTY DIRECTOR (CHIEF INFMTN OFFCR)

☒ Permanent ☐ Temporary ☐ Intermittent	☒ Classified ☐ Unclassified	Overtime: ☐ Eligible ☒ Exempt If FLSA Exempt, exemption type:	Bargaining Unit 22 Page 3 of 3

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 AM TO: 5:00 PM FLEXIBLE (ON CALL 24 HOURS)

JOB DESCRIPTION AND WORKER CHARACTERISTICS

JOB TITLE: INFORMATION TECHNOLOGY MANAGER 1

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
10	Responsible for planning & executing IT operations projects on time & within budget, while exercising sound financial judgment over technology investments. This includes collaborating with IT Operation's budget (i.e., forecasting costs, tracking variance, & controlling spend, etc.) as well as evaluating new technologies & vendor solutions against the Ohio Industrial Commission's efficiency, scalability, & security needs. Plans & manages IT operations projects for on-time, on-budget delivery. Owns the IT operations budget: forecasting, variance analysis, & cost control. Evaluates & recommends new technology solutions for efficiency, scalability, & security. Develops project charters, timelines, & staffing plans for infrastructure initiatives. Tracks project risks, issues, & dependencies, escalating as needed. Conducts post-implementation reviews to capture outcomes and takeaways. Must conduct themselves professionally at all times and in accordance with the IC's standards of customer service which require employees to act in a respectful and impartial manner while providing accurate information and timely issue resolution and abiding by the agency's Confidential Personal Information Policy. THIS IS A FLEXIBLE HOUR POSITION (ON CALL 24 HOURS).	Knowledge of 8a, 9b*, 13b*, 14*, 22; Skills in 29; Ability to 30r, 32q, 34e (34J) Customer Service /Professionalism * Developed after employment TRAVEL IS REQUIRED.

JOB CODE: 64132

List Position Numbers & Job Titles of Positions Directly Supervised	SIGNATURE OF AGENCY REPRESENTATIVE	DATE