



Information Technology Job Family: **Information Technology Manager Progression**

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity. ***A position that is classified into this title and band must meet the Cornell requirements for exemption under the FLSA***

COMPUTER/TECHNICAL: The work in this title progression includes responsibilities in the following areas at increasing levels of complexity:

Oversee one or more functional areas including activities such as planning, developing and deployment of IT infrastructures, products or services.

A functional area may encompass the following:

Supervise guide, mentor, and coach staff and/or managers to ensure acquisition and development of skills and manage their performance to meet the area's goals.

Specific infrastructures (eg. configuration management and control software for voice, data, and video networks)

Anticipate and assess requirements: assume responsibility for managing and balancing necessary resources (e.g. staff, budgets, equipment, training allocation, etc.).

Specific application or products (eg. electronic mail, digital voice mail, conferencing systems etc)

Monitor, measure, evaluate and report on effectiveness of programs and products.

Delivery of specific or generalized services (eg. electronic publishing, generalized training or outreach programs)

GENERIC JOB PROFILE SUMMARIES

Information Technology Area Manager I MANAGEMENT	Information Technology Area Manager II MANAGEMENT	Information Technology Assistant Director I MANAGEMENT	Information Technology Assistant Director II MANAGEMENT
Manage a functional area in support of information technologies.	Manage a large functional area in support of information technologies.	Direct a broad functional area or more than one functional area in support of information technologies.	Direct one or more broad functional areas in support of information technologies.

Information Technology Area Manager I MANAGEMENT	Information Technology Area Manager II MANAGEMENT	Information Technology Assistant Director I MANAGEMENT	Information Technology Assistant Director II MANAGEMENT
Adapt, combine and improve existing service products, processes and programs; develop innovative solutions.	Adapt, combine and improve service products, processes and programs, develop new ones; frequently develop innovative solutions.	Develop and direct service products, processes and programs.	Develop and direct service products, processes and programs.
Manage the planning, implementing, tracking and reporting on moderately complex projects.	Manage or lead the planning, implementing, tracking and reporting on complex projects.	Manage or lead the planning, implementing, tracking and reporting on significantly complex projects.	Lead the planning, implementing, tracking and reporting on highly complex projects.
Ensure effective identification and resolution of moderately complex issues.	Work collaboratively to ensure effective identification, negotiation and resolution of complex issues.	Work collaboratively and negotiate as needed to ensure the effective identification and resolution of highly complex issues.	Work collaboratively and negotiate as needed to ensure the effective identification and resolution of extremely complex issues.
May assist in defining and facilitating appropriate policies, standards, plans and controls.	May assist in defining and facilitating appropriate policies, standards, plans and controls.	Define and facilitate appropriate policies, standards, plans and controls.	Define and facilitate appropriate policies, standards, plans and controls.
			Direct research and development activities having national stature.
		Work with senior management in planning the organization's policies and procedures; plan for strategic and tactical research, planning, and development activities.	Work with senior management in planning the organization's policies and procedures; plan for strategic and tactical research and technical development activities.
			Lead cross-organizational functional teams to accomplish the organization's strategic priorities

JOB FACTOR PROFILE TABLE

FACTOR PROFILE	10472 INFORMATION TECHNOLOGY AREA MANAGER I, BAND F	10473 INFORMATION TECHNOLOGY AREA MANAGER II, BAND G	10476 INFORMATION TECHNOLOGY ASSISTANT DIRECTOR I, BAND G	10477 INFORMATION TECHNOLOGY ASSISTANT DIRECTOR II, BAND H
MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY	Bachelor's degree and 3 to 5 years relevant experience or equivalent combination	Bachelor's degree and 5 to 7 years relevant experience or equivalent combination	Bachelor's degree and 5 to 7 years relevant experience or equivalent combination	Bachelor's degree and 7 to 10 years relevant experience or equivalent combination
IMPACT	Moderate impact	Substantial impact	Substantial impact	Substantial impact
CONTACTS - INSIDE	Provide guidance to others Coordinate activities	Persuade others to take particular course of action Coordinate major activities	Persuade others to take particular course of action Coordinate major activities	May involve sensitive issues Coordinate major activities
CONTACTS - OUTSIDE	Provide/receive guidance, advice or information that must be analyzed and developed by the position	Develop and make presentations and negotiate with others	Develop and make presentations and negotiate with others	Develop and make presentations and negotiate with others
CONTACTS - STUDENTS	Occasional contact to provide information and instruction	Occasional contact to provide information and instruction	Limited contact	Limited contact

FACTOR PROFILE	10472 INFORMATION TECHNOLOGY AREA MANAGER I, BAND F	10473 INFORMATION TECHNOLOGY AREA MANAGER II, BAND G	10476 INFORMATION TECHNOLOGY ASSISTANT DIRECTOR I, BAND G	10477 INFORMATION TECHNOLOGY ASSISTANT DIRECTOR II, BAND H
SUPERVISION	Day-to-day supervision to employees within the dept	Day-to-day supervision to employees within the dept	Day-to-day supervision to employees within the dept	Supervisory direction to other supervisors
COMPLEXITY	Occasionally required to develop new, imaginative or innovative solutions, services, products, processes or programs. Work requires sophisticated reasoning skills	Occasionally required to develop new, imaginative or innovative solutions, services, products, processes or programs. Work requires sophisticated reasoning skills	Continually required to develop new, imaginative or innovative solutions, services, products, processes or programs. Work requires conceptual and imaginative thinking in a highly complex and uncharted environment	Continually required to develop new, imaginative or innovative solutions, services, products, processes or programs. Work requires conceptual and imaginative thinking in a highly complex and uncharted environment
LEVEL OF DECISION MAKING	Assist in and influence decisions concerning policy-setting, research, planning or students	Assist in and influence decisions concerning policy-setting, research, planning or students	Assist in and influence decisions concerning policy-setting, research, planning or students	Responsible for making decisions concerning policy-setting, research, planning or students
FREEDOM OF ACTION	Very general supervision Interpretation of work policies and procedures, and, at times deviation from standard work practice	Very general supervision Interpretation of work policies and procedures, and, at times deviation from standard work practice	Very general supervision Interpretation of work policies and procedures, and, at times deviation from standard work practice	Little direct supervision Considerable latitude for exercising judgment and self-direction
EFFECT OF DECISION MAKING	Directly effects entire department Moderate effect on students and employees	Directly affect several dept within a college Significant effect on students and employees	Directly affect several dept within a college Significant effect on students and employees	Directly affect entire college or school administrative unit Critical effect on students and employees
WORKING CONDITIONS	Normal working conditions, including limited or no exposure to hazardous conditions/materials/ equip. Safety gear may sometimes be required	Normal working conditions, including limited or no exposure to hazardous conditions/materials/ equip. Safety gear may sometimes be required	Normal working conditions, including limited or no exposure to hazardous conditions/materials/ equip. Safety gear may sometimes be required	Normal working conditions, including limited or no exposure to hazardous conditions/materials/ equip. Safety gear may sometimes be required