

Class Specifications
for the Class:ASSISTANT INFORMATION TECHNOLOGY AND COMMUNICATION SERVICES
DIRECTOR
EM-06; BU:35Duties Summary:

Responsible for the information technology and communications program for a region of the Hawaii Health Systems Corporation (HHSC); directs, manages, and supports information technology and telecommunications services and resources; and performs other related duties as assigned.

Distinguishing Characteristics:1. Nature and Purpose of Work:

This class is responsible for planning, organizing, managing, and directing the operations of the Information Technology and Communication Services program of a region. The work includes the development and implementation of policies and standard operating procedures for the region; development and implementation of policies, procedures and directions for the region's information and communication services program; support and promotion of the region's goals and objectives; development, justification and execution of its budget and expenditure plans; and the resolution of daily operational problems such as personnel matters, prioritization of projects and resources approving requests for services, etc.

2. Supervisory Control:

Positions in this class work under the general supervision and direction of the Regional Chief Executive Officer. Work is reviewed primarily for compliance with general policies, established laws, goals, and objectives of the region.

3. Guidelines Available:

Guidelines at this level are limited to general policies, established laws, goals and objectives of the region.

4. Nature and Scope of Recommendations, Commitments and Decisions:

This class includes responsibility for assessing and recommending commitments with regard to basic operations within the region's operations. The class also has responsibility for the development, implementation, and maintenance of the region's standard operating procedures, and development of region standards, policies, procedures, and guidelines for services provided.

5. Personal Work Contacts:

This class involves extensive contact with personnel outside of the region for purposes of coordination, collaboration, and the development of working relationships. This includes contacts with department heads and managers, other government agencies, vendors, contractors, and the public.

Examples of Duties: (Positions may not be assigned all of the duties listed, nor do the examples necessarily include all of the duties that may be assigned. This does not preclude the assignment of duties which are not listed.)

Directs, organizes, and manages day-to-day operations to ensure conformance with established policies and procedures; provides guidance and support in the operation of the region's information network; guides development of an effective framework of information technology and communication processing systems, procedures, methods and services for the region; establishes and maintains an effective liaison with hardware and software manufacturers, vendors and consultants; prioritizes projects that require resources; guides development and implementation of region level standards, policies, procedures, and guidelines for information technology services; implements and ensures compliance of an information security program for the region; administers preparation of project justifications, technical specifications, and evaluation for bids and contracts; and prepares budget and expenditure plans.

Knowledges and Abilities Required:

Knowledge of: Principles and practices of public administration; management requirements relative to information technology and techniques including telecommunications, data base management, etc.; principles, methods, and techniques of an integrated system-wide information technology and telecommunications system; principles and practices of supervision; management principles and practices; and report writing.

Ability to: Plan, organize, manage, coordinate and facilitate information technology and/or telecommunications operations; think logically; analyze data

and draw logical conclusions; perceive and understand the direct, indirect, and implied impacts and consequences of decisions; read and comprehend technical, business, and legal documents, and other materials; speak and write effectively; prepare clear and concise reports, memorandum and other materials; establish and maintain effective working relationships with others; plan, organize and direct the work of others; and develop and justify budget and expenditure plans.

This is the first class specifications for the class, ASSISTANT INFORMATION TECHNOLOGY AND COMMUNICATION SERVICES DIRECTOR.

Date Approved: June 19, 2007

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