



Directly responsible to the Deputy Director – Operations.

The Business Technology Support Division is responsible for:

Establishing and accomplishing the Division's goals and objectives consistent with the Department's goals and objectives as contained in the Department's Strategic Plan.

In coordination with the IT Management Team, developing and executing the Department's Information Technology Plan, which defines the current year's work plan and future direction of the Department's IT architecture and budget.

Developing, implementing and administering policies, procedures, standards, methods, tools and techniques for providing information technology services for the Department.

Planning, developing, implementing and supporting automated applications that support the Department's operational, management, financial, and engineering functions.

Promoting department-wide integration of systems, applications and information.

Promoting computer usage and providing technical assistance to the Department personnel who utilize information technology.

Participating in cooperative IT development efforts with other agencies, states or national user groups.

Liaison with the Office of the CIO and other highway/transportation agencies to optimize computer usage.

Creating feasibility and cost-benefit studies concerning computer hardware and software to determine application to the Department's needs.

Working with other Divisions to identify those business functions which may be improved utilizing information technology.

Participating in training and various user forums to maintain and improve information technology services for the Department.

TECHNICAL SERVICES SECTION

The Network, User Services and Help Desk all report to the Technical Services Officer who is directly responsible to the CIO of the Business Technology Support Division.

The Technical Services Section is responsible for:

Providing data processing technical services to the Department's users in the area of mainframe access, data communications, Local/Wide Area Networks, personal computers, personal computer software, engineering workstations, security, internet/intranet access and Computer-Aided Design (CAD).

Identifying, tagging, entering and maintaining the inventory of computer hardware and software. Coordinating the physical inventory of computer equipment with the inventory of Divisions and Districts as initiated by the Operations Division.

Providing LAN service operations (including backups and disaster recovery), and computer production control services for the Department.

Scheduling the use of computer resources to optimize their use and service to the Department.

Participating in evaluating, selecting and procuring computer hardware, software and supplies for the computer operations function.

Liaison with Office of the CIO on computer or data communication operation, service and on technical services matters. Liaison with DAS/Material on IT hardware and software purchasing.

Providing Help Desk services, including logging and assigning reported hardware, software and application problems to appropriate BTSD staff for resolution. Includes monitoring logged problems to ensure solutions are completed in a timely manner.

PROJECT MANAGEMENT SECTION

The Financial, Operations, DataMart and Engineering Units report to the Project Management Officer who is directly responsible to the CIO of the Business Technology Support Division.

The Project Management Section is responsible for:

Determining if application development solutions should be purchased, developed by utilizing consultant services or developed by BTSD or Department personnel.

Developing, implementing and administering Project Management standards, policies, methodologies and best practices to ensure project delivery is done efficiently.

Providing technical support for department-wide applications such as MicroStation, Falcon, GIS, Crystal Enterprise and others.

Developing, maintaining and administering the various databases that store mission critical and other data that is utilized by applications throughout the Department.

Communicating and working with the Office of the CIO on matters concerning application development, integration and implementation.