



IT MANAGEMENT JOB FAMILY

CAREER PATH

Positions in this family are responsible for oversight and management of the organizational unit's information technology (IT) functions and aligning the IT functions and service delivery with the internal business priorities. In addition, roles in this job family develop IT strategies at an enterprise level and for the oversight of enterprise IT initiatives.

Typical functions

The functions within this job family will vary by level, but may include the following:

- ❖ Prepare proposed budget.
- ❖ Manage staff performing tasks associated with different information technology disciplines.
- ❖ Mentor, coach, and professionally develop staff.
- ❖ Manage and ensure smooth delivery and operation of information technology services by monitoring and optimizing performance.
- ❖ Assist Chief Information Officer (CIO) with strategic planning and direction.
- ❖ Ensure adherence to security standards.

The work assigned to positions in this series ranges from managing a small information technology unit to managing a large, complex unit.

Director of Strategy and Planning – Level 1

Pay grade: N/A

This is a professional position that manages the information technology (IT) business with a small number of IT resources (typically 1-10 employees). The IT functions managed are less complex in nature than those managed by a Level 2 director. The incumbent at this level typically oversees the execution of IT plans and may contribute to IT planning on a larger scale. This position effectively directs assigned area of responsibility and oversees projects ensuring alignment with organizational goals. It is also responsible for assisting the Chief Information Officer (CIO) with strategic planning and direction.

Minimum Requirements *(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):*

Bachelor's degree from an accredited institution and four years of IT experience in multiple functions.



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Director of Strategy and Planning – Level 2

Pay grade: N/A

This is a professional position that manages the information technology (IT) business with a moderate number of IT resources (typically 11-25 employees). The IT functions managed are complex in nature. The incumbent at this level typically oversees the execution of IT plans and may contribute to IT planning on a larger scale. This position effectively directs assigned area of responsibility and oversees projects ensuring alignment with organizational goals. It is also responsible for assisting the Chief Information Officer (CIO) with strategic planning and direction.

Minimum Requirements *(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):*

Bachelor's degree from an accredited institution and seven years of IT experience in multiple functions.

Director of Strategy and Planning – Level 3

Pay grade: N/A

This is a professional position that manages the information technology (IT) business with a large number of IT resources (typically 26-50 employees) and/or multiple and complex IT functions, or has accountability for managing IT functions in the central IT office that have a statewide impact. This position effectively directs assigned area of responsibility and oversees projects ensuring alignment with organizational goals. Positions at this level are impacted by the size and complexity of the IT function(s) managed and budget size. This position also interacts with business partners and external vendors and is responsible for assisting the Chief Information Officer (CIO) with strategic planning and direction.

Minimum Requirements *(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):*

Bachelor's degree from an accredited institution and 10 years of IT experience in multiple functions and IT leadership roles.



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Division Director (Director of Strategy and Planning – Level 4)

Pay grade: N/A

This is a professional position that manages the information technology (IT) business with a very large number of IT resources (typically 50 plus employees) and/or multiple and highly complex IT functions, or has accountability for managing the most complex IT functions in the central IT office that have a statewide impact. Positions at this level are impacted by the size and complexity of the IT function(s) managed and budget size. This position interacts with business partners and external vendors at the highest level. This position coordinates project priorities and determines the best utilization of resources to increase customer satisfaction and is responsible for serving as the Chief Information Officer (CIO), to include strategic planning and direction.

Minimum Requirements *(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):*

CIVILIAN: Bachelor's degree from an accredited institution and 10 years of IT experience in multiple functions and IT leadership roles.

MEMBER: Bachelor's degree from an accredited institution and 10 years of IT experience in multiple functions and IT leadership roles; AND must hold the rank of Lieutenant for one year, or currently hold the rank of Captain within the Missouri State Highway Patrol.

ADDITIONAL INFORMATION

Some Patrol duties relate to criminal activity. Therefore, employees may be exposed to written material, photographs, and/or verbal language of a sexual nature. The requirements of this position are not intended to create a hostile work environment; however, it is work of an extremely sensitive nature. A copy of the Missouri State Highway Patrol policy on sexual harassment is available upon request.

Once a job offer has been made, employment with the Missouri State Highway Patrol is contingent upon the successful results of a background investigation and Patrol administered drug test. The Missouri State Highway Patrol is a Drug Free Workplace.

Employees must be a United States Citizen, or a legal resident of a country participating in the Visa Waiver Program (VWP).

EEO STATEMENT: The Missouri State Highway Patrol is an equal opportunity employer. All



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qualified applicants will be considered for employment without regard to race, color, religion, sex, age, national origin, veteran status, ancestry, sexual orientation, or disability.

Click [HERE](#) to view our employee benefits.

To be eligible for employment with the Patrol, applicants must meet all dress and appearance requirements. Click [HERE](#) for more details about dress and appearance requirements.

Effective: 02/01/2025

Reviewed: 09/18/2025

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