Kaniel Stephens
2026/09/06
202610_FALL_IDS493_17765

Analysis of IT Services Support Manager for the Virginia Department of Health

Kaniel Stephens
2026/09/06
202610_FALL_IDS493_17765

Abstract: In this paper the job of IT Services Support Manager for the Virginia Department of Health will be analyzed from the lens of an upcoming college graduate in the field of Cyber Security. Job expectations are laid out juxtaposed with the skills I learned during my time at ODU in the Cyber Security program. The job offer outlines hard and soft skills that are both familiar and alien to the applicant, this will be discussed. The many appealing factors of this job are outlined in the paper alongside some of the unspoken deterrents in between the lines.

Kaniel Stephens
2026/09/06
202610_FALL_IDS493_17765

The job I picked for the analysis is IT Services Support Manager for Virginia Department of Health. This job caught my eye cause it was working for the state, and the position was in Richmond. For a college graduate this is a really appealing job offer since the pay is high and location excellent.

The applicant for IT Services Support Manager is expected to have an assortment of hard and soft skills to be considered for the role. The IT Manager will be required to demonstrate,"informed knowledge of business areas that facilitates information technology solutions"(IT Services Support Manager) and "Good analytical skills; experience in documenting requirements and writing requirement mapping documents; ability to work collaboratively with multi-talented teams; accepts individual and team responsibilities;extensive experience in participating in documenting program design specifications". (IT Services Support Manager) These are both hard and soft skills outlined by the employer that every employee is expected to have. "Good analytical skills" is a vague and less tangible skill but this operates as short hand for having the ability to obtain a degree. Most applicants who apply will understand that

their years in college have given them analytical skills. In tandem with that is, “Strong ability to multitask” which is expected of any employee anywhere and is something you will have had experience with in college. So, these two fall under soft skills as they are not connected to any single degree. The other requirement, ”informed knowledge of business areas that facilitates information technology solutions”(IT Services Support Manager) is the sort of skill one will only acquire in the field or in associated business classes. A fresh graduate might feel a bit out of their depth with a requirement like that, so it seems like a way to reinforce that experience is needed. The main job duties of the IT Manager will be, “This position provides daily oversight of the OIM Information Technology Customer Support Center. Provides operational and administrative management of the ITCS staff and resolves escalated requests for assistance. Collects type of request data and makes recommendations to reduce requests for assistance with specific applications.” (IT Services Support Manager). A new applicant will be expected to have the ability to navigate a ticketing system for an IT branch of a company, this is another way the company is informing any applicant that they will need experience in the IT field. There are a lot of soft skills that are expected for this role, “Strong ability to document meeting minutes and translate that into meeting notes and requirements”.As a manager of IT services one of your duties will be to, “Collects type of request data and makes recommendations to reduce requests for assistance with specific applications. Creates and maintains system documentation such as user guides/training documents/release notes and manages development and coordination of user training on new and enhanced software releases of OIM applications. Assists with creating and updating OIM webpage FAQs. Supports OIM Project Management

office with assessing business technology requirements and documentation. Reviews meeting notes, user manuals, requirements documents, requirements mapping documents, and release notes for proper format, contents and accuracy.” (IT Services Support Manager). While not coming out and saying it, the language here does continue to enforce the idea that this is a high level position. The proficiency with OIM can be taught to a new hire but one would need time in IT to have a full grasp on how to write policy or manage a ticket system. There are many classes that allow students to get time honing the skills requested here, so it would not be impossible for a fresh graduate to feel comfortable with this role. In my time at ODU I had classes that allowed me to do, in broad strokes, many of these things. I still think I would be rejected for a more experienced applicant.

The job offer is from the Virginia Department of Health and is stationed in Richmond. Since the VDH is a public health department of the Virginia Government this is a job working for the state government. That changes the work culture from the private sector. Jobs with the government can sometimes pay less than the private industries in the tech field but this is offset by stability and good benefits as pointed out in this JLARC audit, “The combined value of the salaries and benefits for current state employees is, on average, nearly equivalent in value to what is provided by other public and private sector employers in the state. This is primarily due to the state’s relatively generous health insurance benefits, which make up for state salaries that tend to lag the market by about 10 percent on average.” (*Total Compensation for State Employees*). The job listing is for a salary of $78,000 - $90,045 which seems to be lower than the average of around $100,000 in the private sector. This lower pay can manifest in a

slower paced work culture with more emphasis on crafting the perfect employee. This is appealing for people moving out of the cut throat private industry and wanting to focus on time off or stability. It makes me think that this job overall is more aimed at older professionals.

The danger of applying for a job like this as a new graduate is: you just might get it. While a lot of the roles you would need to fill are not new to anyone coming from an IT program, the specific software might be a huge stumbling block. Using OIM was never covered in class, nor were internal ticketing systems for IT departments. Other huge requirements are," Experience with EHR systems or Medical Applications. Demonstrated experience developing and/or maintaining web applications using Oracle APEX, Java and HTML and Oracle databases." (IT Services Support Manager). While HTML databases are covered in general, most students will not have experience with Medical Applications or APEX.

This job posting is a great example of how much of what the role needs can be left unsaid. The soft skills dominate this listing with the subtext screaming for an experienced hand. However, it is an alluring job for fresh graduates as a lot of the skills required are covered in class and many may feel ready to tackle them. The benefits that come with government work are very desirable in this hostile job market, so I can see lots of people applying for this. Personally, I think this is the type of job I would look for. The retirement plan and holidays are extremely attractive. Overall, this was a great looking job with a couple of hangups, but in a few years this will be exactly what I want.

Kaniel Stephens
2026/09/06
202610_FALL_IDS493_17765

Kaniel Stephens
2026/09/06
202610_FALL_IDS493_17765

Sources

Summary: Total Compensation for State Employees (2017)

Summary: Total Compensation for State Employees

Virginia Department of Health (2025) IT Services Support Manager - Richmond, Virginia, United States

https://www.jobs.virginia.gov/jobs/it-services-support-manager-richmond-virginia-united-states