

**TELECOMMUNICATIONS/PROGRAMMING ADMINISTRATOR**

**TOMPKINS COUNTY**

Department Information Services  
Classification Competitive  
Labor Grade P(16)  
Approved 9/98  
Revised 3/99; 06/01  
By AF, Commissioner of Personnel

Deleted: \_

Deleted:

**DISTINGUISHING FEATURES OF THE CLASS:** This is an administrative and technical position with responsibility for the direction, coordination and project management of work involving telecommunications, software applications, computer system integration, and maintenance of related hardware and software. The work includes the study of various problems, different kinds of information sources, flow of information, adaptation of information for computer use and the information output. The work is performed under the general direction of the Director of Information Services with considerable leeway for planning work methods and procedures with commensurate responsibility for technical results. Work is performed in consultation with other department heads and inter-municipal representatives. The incumbent will perform other related duties as required.

**TYPICAL WORK ACTIVITIES:**

- Acts as project leader to direct and coordinate the activities of ITS staff for work involving telecommunications, specialized programs, software and systems integration including installation and maintenance of related hardware and software for the County departments as well as inter-municipal endeavors;
- Establishes standards for software, telecommunications and programming application construction and advocates for adoption of such standards;
- Establishes procedures for all telecommunications functions;
- Provides appropriate training for County departments on customized programs and telecommunications equipment;
- Recommends telephone, software and necessary application programs based on an in-depth requirement analysis;
- Assists with the short and long range technical planning for telecommunications systems, and in-house and proprietary software programs;
- Assists departments in drafting and negotiating contracts for telecommunications equipment, systems and professional services;
- Assures vendor compliance with contract specifications;
- Coordinates and supervises the evaluation, testing and installation of delivered materials;
- Provides Quality Control for departmental services and products;
- Ensures customer satisfaction, provides feedback to customers on status of requests and follows-up with customers to provide increasing standards of service;
- Communicates with dissatisfied customers to better implement future requests and solve immediate problems;
- Advise and consult on network/server/application design;
- Performs a variety of personal computer programming, software installation, telecommunications hardware installation, configuration and training;
- Provides a variety of programming tasks to develop, modify or maintain applications program;

**CONTINUED ON THE NEXT PAGE**

**TELECOM/PROGRAMMING SYSTEMS ADMINISTRATOR (CONTINUED)**

**TYPICAL WORK ACTIVITIES (CONTINUED):**

Performs telephone switch programming, upgrading and troubleshooting;  
Oversees the scheduling of new phone line installations and writes specifications for phone hardware purchases;  
Assures coordination and compatibility of hardware/software systems and performs necessary stages of research and maintenance;  
Researches rapidly changing technology using trade journals and other forms of media to provide suggestions and input for future needs;  
Collects information from departments requesting computer support to determine current operations and analyze requirements;  
Designs or redesigns detailed software systems using models, information and program flow charts as required to document user requirements and system architecture;  
Specifies and/or develops appropriate tests to assure reliability and implements all programs in a test environment for parallel operation with current system;  
Debugs new and modified programs to assure compliance with predetermined requirements;  
Recognizes and communicates to departments the constraints of particular system programs and determines the impact of application or computer resources and decides what additional resources may be needed;  
Assists the user in the acceptance test and implements and monitors security of on-line programs and sensitive files;  
Writes and executes special program runs of information regarding wages, salaries and related information for contract negotiations;  
Loads programs and data from federal, state and other sources into computer and modifies them for use;

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of telecommunications terminology, equipment and systems;  
Thorough knowledge of the principles and practices of computer programming and the capabilities and use of microcomputers, data processing, data communication and related technologies and equipment;  
Thorough knowledge of the principles and practices of systems analysis as applied to computer programming;  
Thorough knowledge of governmental functions;  
Thorough knowledge of applicable laws, rules and regulations governing the use of software, as well as the judicial and administrative interpretation related to these;  
Thorough knowledge of the logical operations of computers and data communication devices;  
Skill in the operation of computer and communications equipment;  
Ability to learn new technology;  
Ability to understand and develop logic flow charts and code programs from them;  
Ability to establish and maintain effective working relationships with department heads, computer users, software contractors, and members of the public requesting service;  
Ability to plan and supervise the work of others;  
Analytical reasoning ability;  
Good judgment, resourcefulness, dependability;  
Physical condition commensurate with the demands of the position.

**CONTINUED ON THE NEXT PAGE**

**TELECOM/PROGRAMMING SYSTEMS ADMINISTRATOR (CONTINUED)**

**MINIMUM QUALIFICATIONS: EITHER:**

- (a) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Computer Science **AND** six years full-time (or the equivalent part-time and/or volunteer) experience as a computer programmer or electronic technician; **OR** Deleted: .
- (b) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Computer Science or Electrical Technology **AND** eight years of full-time (or the equivalent part-time and/or volunteer) experience as a computer programmer or electronic technician; **OR**
- (c) Graduation from High School or possession of a high school equivalency diploma **AND** ten years of full-time (or the equivalent part-time and/or volunteer) experience as a computer programmer or    electronic technician; **OR** Deleted: .
- (d) Any equivalent combination of training and experience as described in (a), (b), and (c) above.