

**DIRECTOR OF INFORMATION TECHNOLOGY SERVICES**

**TOMPKINS COUNTY**

**Department** Various Locations

**Classification** Non-competitive for ITS, Competitive for other locations

**Labor Grade** T(90)

**Approved** 6/9/91 Bd. Res. 211

**Revised** 10/93; 2/97; 2/98; 3/99; 12/99; 12/00; 06/10

**By** HH, Commissioner of Personnel

**DISTINGUISHING FEATURES OF THE CLASS:**

This is an administrative and technical position responsible for planning, directing, and coordinating the work procedures of information technologies as they relate to a variety of administrative, financial, statistical or educational data, and electronic communications functions. Responsibilities include management and oversight of a variety of computer systems, voice and data communications networks. In the County ITS Department, the work is performed under the general direction of the County Administrator. In a school district, the work is performed under the general direction of the Superintendent of Schools. Considerable leeway is allowed in: managing stakeholders; developing requirements; and planning work programs, procedures, methods, and schedules for equipment, all of which may present conflicting deadlines or unpredictable fluctuations in the work load. Supervision is exercised over all subordinate personnel. The incumbent will perform all related duties as required.

**TYPICAL WORK ACTIVITIES:**

- Establishes processes for development of requirements for computer and communications systems including stakeholder participation, requirements documentation, budget development and approval, oversight of procurement processes, assurance of sound implementation plans;
- Directs the operation of an Information Technology Department and computer networks engaged in processing, analyzing, and storing a variety of administrative, financial, statistical or educational data;
- Supervises, trains, and provides assistance to technical employees engaged in the operations of computers, communications equipment, and related peripheral equipment;
- Established production procedures, priorities, and controls to insure adequate volume and accuracy in operations;
- Analyzes the flow of information between various computing servers and various units participating in the information processing system and designs computing and communication resources, procedures, and programs accordingly;
- Implements new applications, operating systems and hardware;
- Plans, designs, develops and implements systems working closely with department heads or their designees;
- Insures that all systems are operating at required performance levels including applications of software, systems software, hardware, and modifications suited to users' needs;
- Establishes new and revised department policies and operating procedures;
- Confers with superiors and operating department personnel to ascertain the nature of projects to be brought on line and resolve difficulties with existing applications;
- Determines whether the agencies needs can be satisfied with internal resources and, if not, recommends and assists in the development of contracts with external entities;
- Confers with software vendors of packaged Applications regarding problems and revisions to the software;

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**DIRECTOR OF INFORMATION TECHNOLOGY SERVICES (CONTINUED)**

**TYPICAL WORK ACTIVITIES: (CONTINUED)**

Reviews the work of the Information Technology Staff to determine adherence to department policies and the needs of those serviced;

Prepares reports on results of surveys and analyses and makes recommendations as to application to data processing equipment;

Prepares annual department budget requests based on user requirement, mandated items, current and anticipated resources, and department objectives;

Reviews and authorizes cumulative operating and work load reports on a variety of data processing equipment and auxiliary equipment;

Determines need for new or additional equipment or personnel and recommends type and/or capacity;

Interviews, selects and hires (or in school districts, makes a hiring recommendation to the School Board) Information Technology department staff;

Carries out a public information and public relations programs for the department;

Develops and administers appropriate staff training programs;

Coordinates training initiatives in selecting and recommending computer related training for all users;

Coordinates communications and computing resources in conjunction other local governments, New York State agencies, public schools, BOCES and non-profit institutions to determine opportunities for resource and information sharing to meet the agencies needs;

Ability to meet the travel requirements of the position.

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

Thorough knowledge of the operation, care, and adjustment of electronic computers and related peripheral equipment;

Thorough knowledge of the operation, care, and adjustment of electronic communications systems, voice communications systems, and related peripheral equipment;

Thorough knowledge of the principles of electronic computer programming and systems analysis;

Thorough knowledge of application of major types of electronic data processing equipment to administrative, accounting and statistical problems;

Good knowledge of governmental budgetary procedures;

Ability to monitor and control large a number of projects, problems and issues;

Ability to translate and adapt administrative, statistical and financial data to programs for use in a data processing operation;

Ability to plan and supervise the work of subordinates;

Ability to establish and maintain working relationships with program administrators and legislators.

The employee's physical condition shall be commensurate with the demands of the position.

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**DIRECTOR OF INFORMATION TECHNOLOGY SERVICES (CONTINUED)**

**MINIMUM QUALIFICATIONS:**

- (a) Graduation from a regionally accredited or New York State registered college or university with a Masters Degree in electronic data processing, computer science, public administration or closely related field AND five years of experience in the management of information systems projects, or the operation of electronic data processing equipment involving programming, systems analysis or technology application activities, two years of which shall have been in a supervisory capacity; OR
- (b) Graduation from a regionally accredited or New York State registered four year college or university with a Bachelor's Degree in electronic data processing, computer science, public administration, or closely related field AND six years of experience in the management of information systems projects, or the operation of electronic data processing equipment involving programming, systems analysis or technology application activities, two years of which shall have been in a supervisory capacity; OR
- (c) Graduation from a regionally accredited or New York State registered two year college or university with an Associate's Degree OR (60)sixty credit hours in electronic data processing, computer science, public administration, or closely related field AND eight years of experience in the management of information systems projects, or the operation of electronic data processing equipment involving programming, systems analysis or technology application activities two years of which shall have been in a supervisory capacity; OR
- (d) Possession of a high school diploma or equivalency diploma and ten years of full-time paid (or the equivalent part-time and/or volunteer) experience in the management of information systems projects, or operation of electronic data processing equipment involving programming, systems analysis or technology application activities, two years of which shall have been in a supervisory capacity; OR
- (e) Any combination of training and experience equal to or greater than that specified in (a), (b), (c), and (d) above.

**SPECIAL REQUIREMENT:**

This position is considered to be a public officer. Pursuant to Article 3 of the NYS Public Officers law, the holder of this position must be a United States citizen and a resident of Tompkins County.

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